

Spring/summer 2021 training workshops

Helping community groups build services during the pandemic

All courses are free to members

All training is provided online using Zoom

Community wellbeing

Preparing for funding

Publicising your services

Safeguarding and health

Charity management



Our training is still free to RedbridgeCVS members

We are going through unprecedented times, with the Covid pandemic putting pressure on both organisations' and individuals' purses. To help you make the most of training opportunities, RedbridgeCVS's courses will remain free for all our members.

Other voluntary and community sector organisations will also be able to take advantage of our training free until the end of March. We reserve the right to charge a non-attendance fee. Please see our website for information on fees for supporters and non-members from April.

On 21 and 28 April we are delighted to offer training from the Ethical Property Foundation including expert advice on negotiating your lease - see our Charity Management section!

All sessions, including training courses, webinars and afternoon tea are via Zoom or Microsoft Teams for the time being. Joining instructions will be sent once you've registered; in the meantime please open a free Zoom account at <https://zoom.us/signup>.

New to Zoom?

All our training is available via Zoom. If you are new to Zoom, why not join one of our Zoom afternoon teas to familiarise yourself??

Zoom Basics Afternoon Tea

Have a cuppa and a chat while getting used to Zoom

Date: Tuesday 9 February

Time: 3.30pm-4.00pm

Zoom Basics Afternoon Tea

Have a cuppa and a chat while getting used to Zoom

Date: Wednesday 10 February

Time: 3.30pm-4.00pm



Our courses

Community wellbeing page 4

Preparing for funding page 8

Publicising your services page 10

Safeguarding and health page 12

Charity management page 15



Our funding and certification

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Community wellbeing

Getting Zoom-ready for community engagement

Charities are concerned they will struggle to remain visible, and need to find new ways to engage with their volunteers and service users.

Does the idea of presenting information or face-to-face interaction online keep you up at night? Are you stressing about how to go about this 'new normal' way of reaching people?

What you'll learn

- ▶ Appreciate the difference between engaging online and in person
- ▶ Understand Zoom meeting settings
- ▶ Explore ways to boost your interaction with quizzes, group work and more

Who should attend

Useful for trustees, staff, volunteers

Time and date

9.45am-12.30pm, Monday 8 February – includes a comfort break

Using Zoom in a community awareness session

Charities are concerned that important health care messages aren't reaching their members and service users.

Are you stressing about having to present information to the community, virtually?

What you'll learn

- ▶ Gain helpful tips for online sessions
- ▶ Practise sharing quizzes and presentations on Zoom
- ▶ Feel more confident when running online community awareness sessions

Who should attend

Pre-arranged session for agreed bookings only

Time and date

10am-12pm, Tuesday 23 February

Free
for Redbridgecvs members

**Inter-
national
Boost Self
Esteem
Month**

**Inter-
national
Boost Self
Esteem
Month**

Community wellbeing

Confidence and assertiveness skills

Are you new to volunteering? Or has your confidence been dented since Covid started?

Your role is important to your group or your family, and your voice matters. Feel better able to be fully involved and make a difference to what matters to you.

What you'll learn

- ▶ Appreciate the impact of different styles of communication
- ▶ Identify appropriate strategies for acting on your feelings and opinions
- ▶ Feel confident about being assertive

Who should attend?

Useful for trustees, staff, volunteers, service users

Time and date

9.45am-12.30pm, Monday 15 March – includes a comfort break



Handling conflict effectively

Work effectively with frustrated and stressed colleagues and service users.

The impact of Covid is being felt in all manner of ways, and people in the voluntary and community sector are under increased pressure to deal with service users, colleagues and others who have become increasingly frustrated and stressed.

What you'll learn

- ▶ Recognise behaviour styles associated with managing conflict
- ▶ Understand potential triggers that can escalate conflict
- ▶ Learn strategies for dealing with challenging situations

Who should attend

Useful for trustees, staff, volunteers

Time and date

9.45am-12.30pm, Wednesday 31 March – includes a comfort break



Community wellbeing

Free
for RedbridgeCVS members

Maintaining wellbeing & balance in challenging times

Stress levels are all higher than pre-pandemic levels, and many charities are worried about the health of staff, volunteers and service users.

This training will provide you with practical ways to avoid burn-out and improve your wellbeing.

What you'll learn

- ▶ Understand how stress works
- ▶ Learn a variety of calming tips and techniques
- ▶ Be able to apply wellbeing tools to your own and others' situations

Who should attend?

Useful for trustees, staff, volunteers, service users

Time and date

9.45am-12.30pm, Tuesday 20 April – includes a comfort break

**Stress
Awareness
Month**

Supporting & managing volunteers successfully

Over a third of volunteers feel things could be much better organised, and nearly a quarter feel like their volunteering is becoming too much like paid work.

Volunteers are the life-blood of the voluntary and community sector; without them many charities couldn't do their important work. Avoiding high turnover is crucial.

What you'll learn

- ▶ Know how to create a supportive environment
- ▶ Be able to set boundaries
- ▶ Build value into the volunteer/volunteer involving relationship

Who should attend?

Useful for trustees, staff, lead volunteers

Time and date

9.45am-12.30pm, Monday 7 June – includes a comfort break

**Volunteers
Week**

Community wellbeing

Maintaining wellbeing & balance in challenging times

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This training will provide you with practical ways to avoid burn-out and improve your wellbeing.

What you'll learn

- ▶ Understand how stress works
- ▶ Learn a variety of calming tips and techniques
- ▶ Be able to apply wellbeing tools to your own and others' situations

Who should attend?

Useful for trustees, staff, volunteers, service users

Time and date

9.45am-12.30pm, Monday 21 June – includes a comfort break

Please note: This is a repeat of the training held on 20 April.



**World
Wellbeing
Week**

Free
for RedbridgeCVS members

Preparing for funding

Data Essentials Courtesy of Superhighways

Data isn't just about numbers and statistics, or even stories; it's about asking the right questions of the valuable information at your disposal, so that you can better meet the needs of the people you support.

Small charities and community organisations are capturing useful data all the time. So are local authorities, national government, big charities and companies. Both our own data and that of others can help us understand why our interventions work, ensure policy makers listen and strengthen our case for funding. This session is part of the Datawise London programme - a partnership of organisations working to help London's small charities and community groups use data to better shape their services. Attendees will be encouraged to access follow up training and 1:1 support.

What you'll learn

- ▶ Understand what is meant by 'data'
- ▶ Identify whether you are collecting the right data
- ▶ Discover where you can find relevant external data
- ▶ Find out about a range of digital tools to help collect and present your data



Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-12.30pm, Wednesday 10 March – includes a comfort break

Quick guide to project management

Time is tight in the voluntary and community sector and resources are often scarce.

This training will help you improve your chance of success through practical tools to plan, deliver and evaluate your projects.

What you'll learn

- ▶ Understand the key elements of the project planning cycle
- ▶ Be aware of tools and techniques to keep projects on track
- ▶ Be able to apply the learning to your own projects

Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-12.30pm, Wednesday 19 May – includes a comfort break



Preparing for funding

Preparing your project for grant monitoring

5 out of 6 charities say access to funding is most important for their organisation's sustainability, yet access to funding has never been tighter.

Ensuring you have the right evidence to back up your projects, with easy access to for those perfect but time-limited grant offers is essential.

What you'll learn

- ▶ Understand what funders are looking for
- ▶ Be able to plan for success
- ▶ Develop ways of collecting vital evidence

Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-2pm, Wednesday 23 June – includes a comfort break

World
Wellbeing
Week

Fundraising & engagement for community projects

Grant funding is a multi-million pound resource for the community and voluntary sector but it is highly competitive, with often tight eligibility criteria.

This training will help you develop project ideas across education, sport, culture and other areas. You will also hear from young people about the best ways to involve them in developing youth-related grant applications.

What you'll learn

- ▶ Understand what funders need from you
- ▶ Learn how best to engage with young people about potential youth projects
- ▶ Develop your project ideas for funding

Who should attend?

Useful for trustees, staff, volunteers

Time and date

2.45-5pm, Monday 12 July – includes a comfort break

New
Conversations
Day

Publicising your services

Using Mailchimp to keep in touch with your members and users

Manage your mailing lists with the Mailchimp website. Create great-looking emails. Find out how many people actually open your mailings, and how you can increase those numbers.

Email newsletters are a key part of how many groups relate to members, stakeholders and supporters. This session explains how the Mailchimp site lets you make best use of them, for free.

What you'll learn

- ▶ Managing your mailing list
- ▶ Creating newsletters people want to read
- ▶ Get feedback and increase engagement

Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-12.30pm, Wednesday 17 March – includes a comfort break

International
Ideas
Month

Ways to promote your organisation or campaign

Whether you're reaching out to potential service users, seeking donations or just trying to raise your profile, promoting your work is a key task for most voluntary groups.

This session provides a basic overview of the key topics. Who are you trying to reach, and what are you trying to tell them? How do you know if you've succeeded? We'll look at how to write promotional text, and how to put your strategy into practice offline and online.

What you'll learn

- ▶ Strategy – messages and audiences – are you succeeding?
- ▶ Offline – leaflets, press releases, merchandise
- ▶ Online – mailing lists, websites, social media

Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-12.30pm, Thursday 6 May – includes a comfort break

Local
and
Community
History
Month

Publicising your services

Using Facebook groups and pages to organise and promote your work

Around 3 out of 4 people in Britain use Facebook. It provides an accessible way to promote your work to the public and to discuss and organise activities among those involved.

This session explains the basics of the newsfeed, pages and groups in non-technical language.

What you'll learn

- ▶ Facebook basics: friends, posts, audiences, sharing and likes
- ▶ Pages: what they are and how you can promote your work
- ▶ Groups: spaces for discussion and organisation

Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-12.30pm, Monday 10 May – includes a comfort break

**National
Conversations
Week**

Publicising your organisation using social media

Social media is never out of the news, for good and bad reasons. Most groups need to promote their work, and social media is now one of the key ways of doing this. We help you avoid the pitfalls

Social media has become one of the key ways that people communicate, in every area of life from family photos to election campaigns. This course helps you sort out what you want to say and to whom, the best platform to use, and how to work out if you're making a success of it.

What you'll learn

- ▶ Who are your audiences? What are your key messages?
- ▶ The different platforms – Facebook, Twitter and more
- ▶ Is it working? How to evaluate your social media presence

Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-12.30pm, Wednesday 30 June – includes a comfort break

**World
Social
Media
Day**

Safeguarding and health

Covid awareness and risk assessment

Many charities are worried about their own and their service users' awareness and safety, particularly as the guidelines continue to change to combat this pandemic.

Your organisation has a responsibility to keep service users, volunteers and staff safe - make sure your activities are "covid secure".

What you'll learn

- ▶ Understand how coronavirus spreads and what to look out for
- ▶ Be aware of government guidelines
- ▶ Learn how to risk assess in a variety of situations

Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-2pm, Monday 22 February – includes a comfort break



World
Thinking
Day

Safeguarding adults

Safeguarding is everybody's responsibility, and your organisation has a legal duty to safeguard people who use your services.

Protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect is fundamental to your organisation's long term success.

What you'll learn

- ▶ Understand about the Care Act and the 6 safeguarding principles
- ▶ Be able to recognise the signs of abuse
- ▶ Know what to do in cases of suspected abuse

Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-2pm, Wednesday 24 February – includes a comfort break



You
Can
Care
Week

Safeguarding and health

Keeping safe online

Using online services for everything from banking to buying groceries has become more common in the pandemic, and many people are using online systems as they work from home.

But the pandemic has also seen a rise in cybercrime, so how do you stay safe?

This session helps you understand the risks with the online systems millions of us use every day, and how to avoid risks like fraud or identity theft, and keep data about service users confidential.

What you'll learn

- ▶ Key security risks from email and websites
- ▶ Actions you can take now to stay safe in future
- ▶ Everything is explained in a non-technical way in plain English

Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-12.30pm, Thursday 25 February – includes a comfort break



**Digital
Learning
Day**

Domestic abuse awareness

Domestic abuse affects 1 in 3 women and 1 in 6 men. Don't let victims suffer in silence.

Domestic Abuse has become more prevalent with people being cooped indoors during this pandemic. It's important for everyone to be aware of the signs and what to do about it.

What you'll learn

- ▶ Understand the legislation around Domestic Abuse
- ▶ Be able to recognise the types and signs of Domestic Abuse
- ▶ Know where to signpost for support

Who should attend?

Useful for trustees, staff, volunteers, service users

Time and date

9.45am-2pm, Tuesday 9 March – includes a comfort break



**No
More
Week**

Safeguarding and health

Safeguarding children & young people

Every child and young person has the right to live free from abuse and exploitation, and to expect that their personal wellbeing will be positively promoted.

We all have a duty to prevent harm to children and young people. This course will help you feel more confident in recognising and responding to safeguarding concerns, what to record and how to get help.

What you'll learn

- ▶ Understand what safeguarding children means
- ▶ Be able to recognise types of abuse and potential warning signs
- ▶ Know what to do in cases of suspected abuse

Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-2pm, Monday 17 May – includes a comfort break



Safeguarding adults

Safeguarding is everybody's responsibility, and your organisation has a legal duty to safeguard people who use your services.

Protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect is fundamental to your organisation's long term success.

What you'll learn

- ▶ Understand about the Care Act and the 6 safeguarding principles
- ▶ Be able to recognise the signs of abuse
- ▶ Know what to do in cases of suspected abuse

Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-2pm, Tuesday 15 June – includes a comfort break



Please note: This is a repeat of the training on held on 24 February

Charity management

Real-world data protection and GDPR for small groups

Free
for RedbridgeCVS members

People who use our services give a lot of sensitive personal information to charities and community groups. We need to take proper care of it – and the law specifies how.

The principles behind data protection are straightforward, but putting them into practice can be more complicated – on this course you'll develop an action plan to take back to your organisation.

What you'll learn

- ▶ Basic principles of data protection law
- ▶ Putting the principles into practice
- ▶ How to prioritise and create a workable action plan

Who should attend?

Useful for trustees, staff, volunteers

Time and date

9.45am-12.30pm, Monday 1 March – includes a comfort break

**Zero
discrimination
day**

Negotiating & managing your lease in a Covid world

Courtesy of the Ethical Property Foundation

Ethical Property Foundation's experienced solicitors and surveyors will cover the basics of negotiating your lease for the best deal for your organisation, as well as how to manage your relationship with your landlord.

You will also receive an information pack with the opportunity to obtain free follow-up expert advice.

What you'll learn

- ▶ Understand the legal jargon, demystify a lease and understand the negotiation process
- ▶ Understand different types of agreement – lease vs licence
- ▶ Recognise and understand how to manage common problem areas such as rent reviews and break clauses
- ▶ Understand the principles to be followed when reviewing or terminating your lease



Who should attend?

Useful for trustees, staff, volunteers

Time and date

10.45am-12pm, Wednesday 21 April – includes a comfort break

Charity management

Everyday premises management in a Covid world

Courtesy of the Ethical Property Foundation

Ethical Property Foundation's experienced solicitors and surveyors will cover the basics of premises management.

You will also receive an information pack with the opportunity to obtain free follow-up expert advice.

What you'll learn

- ▶ Understand what you need from your property
- ▶ Manage the risks involved in managing property in a time of Covid
- ▶ Assess whether money can be saved and maybe income generated
- ▶ Understand the principles of effective maintenance management
- ▶ Know more about what makes a 'greener' workplace
- ▶ Understand the main elements of looking after tenants safely



Who should attend?

Useful for trustees, staff, volunteers

Time and date

10.45am-12pm, Wednesday 28 April

Trustee roles & responsibilities

Charities – whether incorporated or unincorporated – form the backbone of society, providing much needed support to the most vulnerable in the community.

Without effective leadership and governance, charities can miss out on vital funding and may even lose valued trustees.

What you'll learn

- ▶ Appreciate what makes a good leader
- ▶ Understand the difference between governance and management
- ▶ Being clear about the various trustee roles and their responsibilities

Who should attend?

Useful for trustees, would-be trustees, senior staff

Time and date

9.45am-12.30pm, Wednesday 16 June – includes a comfort break



Other learning opportunities

Redbridge Institute

Rated “outstanding” by Ofsted, Redbridge Institute of Adult Education provides over 400 courses, including English, maths, digital skills, community interpreting, accounting and much more.

For more information see their [training brochure](#) or visit their [website](#).

Redbridge Safeguarding Children Partnership

Free courses about all aspects of safeguarding, including particular issues and communities, and how to implement safeguarding effectively in your organisation.

For more information see their [training brochure](#).

Redbridge Learning Collaborative

The Redbridge Learning Collaborative is an initiative which helps local care organisations meet the national care standards by providing access to training opportunities.

For more information see their [training brochure](#).

