

The Queen's Award for Voluntary Service 2008

WINNER CASE STUDIES

79 volunteer groups from around the UK, Channel Islands and the Isle of Man were awarded the Queen's Award for Voluntary Service in 2008. Details of winning groups and their work can be found below.





1st Dickleburgh Sea Scout Group

The 1st Dickleburgh Sea Scout group was formed for the need of a Scout group in the local area in the 1960's. It aims to help and encourage youngsters to get involved in outdoor activities and provides Scouting for young people in Dickleburgh and at least 10 surrounding villages. The group started as a "land" Scout Group, and then changed to being a Sea Scout Group in the 1980's to give a flavour of canoeing and sailing to youngsters from the age of 6 to 18+ and to promote life skills and teamwork.

The group gives a general grounding in all aspects of life, from friendship with one another to practical boating skills. Other than boating, the group promotes walking and hiking and for the past 5 years has taken groups to the High Pennines staying at camping barns or youth hostels. Scouts Offshore and the Excelsior have been used to give older youngsters a flavour of coastal sailing. In addition the group has a fledgling band which gives youngsters the opportunity to learn brass and drums. Many teenagers have ventured into either the armed forces or student training in outdoor recreational management.

There are 16 volunteers who help every week with activities for over 80 local youngsters from various villages and the group has succeeded in giving youngsters a suitable headquarters in Dickleburgh in which to meet and over the last 6 years since its opening in 2002, there is no doubt, this venue has helped the group to grow from strength to strength. In addition to its 22ft yacht on the River Yare "Windsong" the group has 3 sailing dinghies, 6 Topper dinghies and a Rescue boat, all of which are used on the Yare or Waveney and at a lake near Harleston. Various landowners in the South Norfolk/North Suffolk area help with campsite locations and the winter storage of boating craft.

Contact: Paul Playford
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Ardgowan Hospice Volunteers

Around 300 volunteers support Ardgowan Hospice in its delivery of the highest quality care for patients and families living with a life limiting illness, they are pivotal to the running of the Hospice and it would be very difficult to provide the current service without their invaluable input.

Volunteers, from all walks of life, support staff in areas including reception, kitchen, patient transport, charity shops, administration, fundraising, housekeeping, hairdressing, gardening and flower arranging. Some have been volunteering with the Hospice for over 25 years!

Patients and visitors often comment on the warm and friendly welcome given by the team, and some of them subsequently apply to volunteer at the Hospice themselves. Volunteers are the lifeblood of the Hospice, displaying loyalty and commitment to the organisation and its service users. The presentation of this prestigious award to Ardgowan Hospice Volunteers is seen by the local community as a very fitting tribute to those of their number who give freely of their time to help others.

Contact: Eve Sinclair
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Aughton Ormskirk University of 3rd Age

Founded in 2003 to provide opportunities for older people to pursue an "active retirement for healthier ageing" lifestyle, Aughton-Ormskirk has attracted over 2200 members to a range of activities that require neither entry qualifications nor examinations. The ever expanding list of activities include: - informal learning activities, cultural experiences, social events, physical activities, holidays and tours in the U.K. and abroad, computer based learning, music learning, sustainable development education group and health and wellbeing research.

Aughton-Ormskirk U3A activities are centred at the Scout and Guide H.Q, Long Lane Aughton and it is linked to the national body, the Third Age Trust (with over 700 groups). The group is run entirely by over 200 volunteers and generates in excess of 5500 hours voluntary activity monthly. It publishes regularly an award winning Newsletter as well as pamphlets and brochures with details of its activities. Since its inauguration it has been involved in the development of eight new local U3A groups in Merseyside and West Lancashire.

It is a Registered Charity and relies, for the most part, on member subscription of £12.50 per annum and an attendance fee of 50p per session. The finances have been supplemented by grants from the Lottery Fund, Lancashire County and West Lancs District Councils and other agencies. It operates a "Research and Development" Fund to support its

developments of "Teleducation and Social" links to housebound members allowing them social interaction and visual contact with members at the centre.

In all, it endeavours to offer a friendly and relaxed community based focus in which members can enjoy new social contacts by involvement in activities which strengthen self worth and self efficacy.

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Barrow Dad's Group

The aim of Barrow Dads Group is to develop a support network for local fathers/male carers and their children offering a safe environment which encourages bonding and allows father and child to benefit from a developing relationship through a wide range of activities.

Barrow Dads Group is in their seventh year of running successfully and has six established groups running weekly in the Barrow area accommodating fathers and

male carers and their families in both evening and weekends. The group run a wide range of structured activities including Cook and Eat sessions, Arts and Crafts, Play and Learning and Sports based activities.

The group also provide opportunities for fathers/male carers and their families to attend trips, away days and residential breaks. The group runs activities for fathers/male carers including one-one support, training opportunities and parenting support as well as activities for the whole family. They work in partnership with a wide range of agencies such as children's centres, NCH, Children's services, job centre, housing, health authority, local authorities and solicitors to support the local community.

Members of the group annually volunteer for a varied range of projects including summer carnivals, annual fun day and steward a number of local events to promote positive male role models and to show fathers/male carers in a more supportive light.

"This is a wonderful achievement for the whole group of fathers and male carers that we are involved in the project and it is great to see the recognition for all the volunteers involved and all the hard work they have put in over the last seven years to support the local community" -Dave Morrison, Barrow Dad's Group Manager

Contact: Dave Morrison

Tel: 01229 835 608



Base 33

Base 33 is the working name of the Witney Ecumenical Youth Trust, a voluntary sector youth organisation and registered charity which was set up to encourage young people in their relationships with each other, and with the wider community. It runs a variety of projects geared to the interests and needs of 13 to 19 year olds including drop-ins, detached youth work, and an off-site teaching project, and with the aim of being challenging, non-judgemental, supportive, educational, social and fun.

Over the course of a year, they have volunteers ranging in age from 18- 80 giving freely of their time, skills and energy. From their Trustees to drop in assistants there is a job and a place for everyone at Base 33.

"More than just being a helping hand, our volunteers help to remind us how we are connected to the community, and not just a youth work organization. Without them we could not do all that we do for the young people of Witney, nor could we raise the funds that we need to do it." - Mrs Jude Levermore (Youth Work Co-ordinator)

Contact: Jude Levermore

Tel: 01993 777870



Battle Area Community Transport

Battle Area Community Transport [BACT] was set up in 1999 in response to the need for regular transport to socially include rural area of East Sussex and its inhabitants.

BACT began by providing regular timetables bus services to rural villages. They aim to maintain the independence of those who have no other means of transportation, especially the elderly, disadvantaged, and the disabled. The elderly, for example, are transported in wheelchair accessible vehicles on a regular basis to day care centres. They also cater for young people whom they take to youth clubs.

Using sixteen seater minibuses, they reach many people who would otherwise be socially excluded, if it were not for their services. Some of these services run to villages and hamlets and sheltered housing which is not serviced by commercial operators, as they are not cost effective.

All their bus drivers and staff, including directors, treasurer and fundraiser are volunteers. They have one part-time admin staff to keep up with all the regulations and provide continuity. Their volunteers willingly give up their time to provide service to the community on a regular basis.

Contact: Val Greenwood

Tel: 01424 772001

Beacon Counselling

Beacon was formed almost 25 years ago and our aim is to help and support Stockport people with mild to moderate mental health issues such as depression and stress, bereavement and loss, family and relationship issues, low self-esteem, abuse, etc. Because of increasing demand we now offer three services:

- A professionally run counselling service to anyone aged 16+ living or working in the Stockport and surrounding areas.
- A School Counselling Service where our specially trained youth counsellors work in 10 Stockport secondary schools to help students aged 11-18 years.
- A separate free youth counselling service offered to young people outside of school hours.

Over 70 local volunteers work for Beacon as counsellors, trustees, session receptionists, administrators and fundraisers and their team of 32 volunteer trained counsellors worked last year for over 2,300 hours and helped over 500 adults and young people. They support all their volunteers with regular training programmes, newsletters and social events.

"We are delighted and honoured to receive this prestigious award which not only recognises our present volunteers but evidences the hard work and achievement of our many hundreds of local volunteers who have worked for us during the past 25 years." - James Harper, Manager.

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Belford Junior Football Club

Belford FC is one of the oldest surviving football clubs in Northumberland. In 2005 the Junior Section was about to fold with only 16 members remaining and a zero bank balance. With guidance from the FA the parents formed a new committee and action was taken to rebuild the club.

Through a Club Development Scheme, 6 family members were qualified as FA Level One Coaches. Open days and recruitment sessions were held to encourage

old members to return and new children to join. Fund raising events were held to purchase equipment and the whole village helped in rebuilding the club.

The new club motto of 'Run by The Parents for The Children' was strongly upheld and the children returned to their club to start enjoying the game of football the way they wanted. Teams choose their football strips and a competition was held to design the clubs logo. Teams compete in local leagues, galas and tournaments through out the year. The club welcomes any child aged from 4-16 and the increased interest from girls saw Belford's involvement in setting up a local 5 a-side Girls League with other clubs in the area.

The aim of the club is to give young people from the local area the opportunity to play football in a fun and safe environment. No child is refused membership and there is no pressure to compete, which gives the club its friendly, fun atmosphere. The children are welcome at the fund raising events creating a social side for all to be involved. The yearly 'Truck Pull' has the street lined with the entire village.

Within 2 years the club was awarded FA Charter Standard, which is a national kitemark recognising clubs who show best practice in standards of coaching, administration and child protection. It is awarded to clubs working with young people in grassroots football as a benchmark for quality. Through this the club has had the opportunity for further training of its coaches. It now has a membership of over 80 children plus their parents, and with the juniors and seniors joining together this year it is truly a 3 generation club.

Contact: Mrs Jacqueline Little
Tel: 01668 219356



Berwickshire Wheels Community Transport

The Berwickshire Wheels Community Transport is a part of the Berwickshire Association for Voluntary Service organisation and covers the whole of Berwickshire. Its aim is to provide transport for people with disabilities; their 3 vehicles are fully wheelchair accessible. With over 200 registered clients, these vehicles cover in excess of 3,000 miles per month.

They have a fantastic team of volunteer drivers and also have a large team of trained private driver/carers who take out their own clients from residential

homes. Many of their disabled clients who previously had no access to interests outside their home environment now use the service weekly to go shopping, visit relatives, go to shows, and generally get involved in a variety of interests that most of able bodied people take for granted.

The project is part funded by Rural Communities Transport Initiative, St. John's, Duns Rotary and The Inner Wheel, and also receives private donations for which the group very grateful.

Contact: Derek Bates
Tel: 01361 884652

Biddulph in Bloom

Biddulph in Bloom is a voluntary group and a registered charity. Essentially a practical group that has for eighteen years been improving the environment of Biddulph and its surrounds.

Taking direct action and giving thousands of unpaid hours, Biddulph in Bloom volunteers raise funds to carry out and maintain practical environmental enhancements. These projects include tree planting, bulb planting, hedge planting, hedge restoration, seasonal flower planting and permanent planting. They also run an allotment in partnership with the Probation Service. Volunteers continuously pick up litter and have created a small Nature Park from a rubbish dump. They also maintain the communal assets of the town such as seating, road signs and floral containers, many of which we have obtained grants to purchase.

Working with every strand of our community encouraging and helping everyone to participate in our aims, the group puts into practice the sound environmental principals of reduce, recycle and re-use and constantly assesses their own environmental impact.

In 2007, the group was awarded Gold for their entry into the Heart of England in Bloom, Large Town Category.

Contact: Mrs Hilda Sheldon MBE
Tel: 01782 514993



Birmingham St Mary's Hospice Volunteers

Birmingham St Mary's Hospice provides specialist palliative care to people with a life shortening illness helping over 1000 local families every year in South Birmingham. Volunteers have been at the heart of the Hospice since its very beginnings and they continue to value and appreciate the time, skills and immeasurable energy that their 380 volunteers donate.

The volunteers work alongside the Specialist Health Care Team in the In Patient Unit, Day Hospice and in people's homes as well as in administration, catering, gardening, fundraising, reception and also in their seven charity shops. They give more than the obvious time and an extra pair of hands - they enrich the lives of

the patients by the meaningful relationships they build with families and by lightening the atmosphere, creating a more homely and less clinical environment and by bringing a sense of normality to the 'Hospice' day.

Tina Fisher, Chief Executive said "The Queen's Award for Voluntary Service is a tribute to all our volunteers who make everything we do possible. It is no exaggeration to say that they are the engine that keeps the Hospice running. This most prestigious award is truly well deserved."

Contact: Sharon Harkin, Voluntary Services Manager

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Brightlingsea and West Mersea Community First Responder Groups

The Brightlingsea and Mersea Island Community First Responder Teams were set up in 1997 following a study in America that proved that the sooner patients who had suffered a heart attack were treated the greater their chance of survival; and at that time the survival rate of such patients in the Western (educated) World was less than 10%.

The Essex Ambulance Trust realised that they could not meet the Government's target of reaching such patients within eight minutes and so set up teams of volunteers who could be sent to attend to patients suffering a life threatening condition, before Paramedics in an ambulance could arrive.

The Brightlingsea and Mersea Island CFR Teams were the first few to be set up in the country, Brightlingsea, the first, in September 1997 and Mersea, the fourth, in February 1998. Since then these teams have separately in their own communities answered nearly 2,000 calls from the Ambulance Trust to attend patients of all ages with life-threatening (Category A) conditions and they are still doing this today for the Ambulance Trust.

These teams, equipped with a defibrillator and oxygen freely give their time to helping the Ambulance Service provide a better and more efficient service in their communities.

Contact: Lt Col W G Norman MBE

Tel: 01206 384025

Bude Surf Life Saving Club

Bude Surf Life Saving Club was formed in 1953 and was the first Surf Life Saving Club in Great Britain and has continued since then to educate its members to save lives on the beaches and in the sea.

The Club is run entirely by volunteers. There are Nipper, Junior and Senior sections within the club with a strong group of supporters who help with the general running of the club and with fundraising. Members' ages range from 7 to 70 years old.

Various group training sessions are held throughout the week with members also using equipment during the rest of the week for individual training. Members are encouraged to take life saving qualifications and all members help the lifeguards at weekends to patrol the beaches. Many members have become local, national and international lifeguards and others use their qualifications within their jobs or to coach other members of the club.

Two annual events within the year provide a lot of the club's funds, with the rest of the funds coming from donations from the local community and businesses, collections on demonstration evenings and smaller fundraising events.

The Club enters into the Cornish and the National Championships each year and also holds its own friendly competition which encourages many people in other clubs to take part who would not normally feel comfortable entering competitions.

There is a fantastic social scene which allows all members of the club to gather together also involving parents and other family members.

Contact: Joanna Finn
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Callon Kid's Community Club

Callon Kids Club was set up in 2001 by staff at Contour Homes and residents living on the Callon estate. At this time the Callon estate was in the grip of unruly youngsters who were hell bent on causing as much destruction and anti-social behaviour as possible.

At first we found it very hard to convince most residents and local agencies that what we were trying to achieve would be better for the whole community. People were very sceptical about working with the group because of all the bad publicity surrounding the estate.

Now it is a very different story! Through all the hard work from Contour staff and over 20 resident volunteers the Kids Club are able to deliver a full range of activities and events ranging from multi sports Golfing, Fishing, Football and Swimming. During school holidays we deliver activities for over 200 individual children of all ages. We encourage parents, grandparents and guardians to support the Kids Club and by doing this we have been able to support new community volunteer groups that have been set up on the estate.

Colin Makinson Vice Chair of CKCC said that this award will go a long way showing the community that the Callon estate is a place to be proud of, this could not have been achieved without their commitment and dedication.

Contact: Colin Makinson
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Castle Hill Group

The Castle Hill Group was formed in 2001 and manages and maintains an area of 13.8 hectares of land designated as a local nature reserve and site of special scientific interest at Newhaven, East Sussex.

The group is made up of about 60 members from 10 to 70 years of age who work with the District Council Ranger on a host of tasks. Castle Hill occupies one of the most prominent locations in Newhaven with stunning views in all directions with maritime chalk grassland to the south, and hawthorn, blackthorn and gorse on the north facing slopes.

However before the group took over, the land was used as a dumping ground, fires were common, footpaths were overgrown and dogs mess and rubbish were everywhere. The access roads were unmade, as were the car parks, and the hill was topped by an unused Coast Guard lookout tower. In seven years the group has achieved two newly surfaced car parks, a wheelchair accessible path allowing access to the cliff top with its magnificent views, dog bins, benches, picnic tables and safe well maintained footpaths and glades and a dew pond.

The group has also had a seating area built shaped like Castle Hills 2nd World War gun emplacements, and helped preserve the old coast guard tower which is now run by the National Coastwatch Institute. The group are keen for the whole of the community to have ownership of Castle Hill and young offenders, disabled groups, South Downs Rangers and others all help out at the site.

The Castle Hill Group has its own website and produces brochures in English and also in French because of its cross channel ferry links and history. The group run annual school and family educational events and open days, regular beach cleans and contribute to habitat and ecological surveys. Perhaps the Group's major achievement was having the area designated as a local nature reserve giving the area protection not only for this generation but for the generations to come.

Contact: Graham Amy, Chairman
Tel: 01273 514942



Castlemilk Timebank

The group aim to promote community involvement and to rebuild a sense of community spirit in Castlemilk, (a large housing estate on the outskirts of Glasgow) and surrounding areas.

Castlemilk Timebank in existence now for 6 years with a membership of over 200, is a way for people to share skills with each other. They provide support and a structure for people to play a fuller, more active part in their community - and as a result empowering their community. Within the Timebank there is a prison project. The prisoners while in prison carry out voluntary work and it is their families and members of the Timebank that benefit from this time. Essentially, their project turns spare time into shared time.

One great thing - Everyone has something to offer. Castlemilk Timebank believes that everyone has something to offer. People are asked to volunteer their soft skills - meaning that there are no skills barriers to people participating in the project. Their work directly promotes and encourages social inclusion.

The skills that their members offer are varied. For example, someone might need help with decorating or form filling. Other exchanges carried out are ironing, gardening and basic DIY. Housebound Volunteers help with mail shots by filling envelopes with the invitations or literature. One member has been helped with a knitting pattern.

Once someone has been helped to do a particular skill they are encouraged when they feel able to do so to pass this on to someone else, thus building a skills base, an example of this has been the exchanges of flower arranging and tapestry and card making. One young woman was able to make all of her stationery for her wedding through the skills exchange at the Timebank. Being able to help others breeds confidence and this is one of the group's main outcomes.

Contact: Gloria Murray

Tel: 0141 6311888 or 07888 829596

Website: www.castlemilktimebank.uk.com



Centre 33

Centre 33 in St Albans is run entirely by volunteers and provides practical support for people who are homeless or otherwise socially deprived. It offers food, hot drinks, showers and somewhere warm and friendly to meet. Visitors to Centre 33 include those sleeping rough, people in squats or "sofa surfing", people recently out of prison, people down on their luck and people who are now part of Care in the Community and would some years ago been in one of the sheltered hospitals that ringed St Albans.

In 2007 there were over 6,400 visits to the Centre, by more than 300 individuals. Centre 33 opens every weekday morning, on Monday to Thursday evenings and on Saturday lunchtimes. Over Christmas and New Year it opens on an extended basis, including on Christmas Day, New Year's Eve and New Year's Day.

Centre 33 enjoys significant support each year from the St Albans community including some members of the community who provide volunteers and food collection as well as wrapped gifts for visitors to the centre at Christmas.

Contact: Dr Peter Graham

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Child Death Helpline

The Child Death Helpline is a national freephone service formed in 1995 by combining Helplines at Great Ormond Street Hospital and Alder Hey Hospitals. It operates 365 days a year and is there for anyone affected by the death of a child of any age, from pre-birth to adult, under any circumstances, however recently or long ago. Callers to the helpline may be parents, siblings, grandparents, other relatives and friends, and associated professionals such as teachers, emergency services and healthcare staff.

The Helpline is staffed by trained volunteers, all of whom are bereaved parents. They understand that the death of a child is one of the most devastating events that anyone can experience. A common sentiment expressed by bereaved parents is that no-one understands what they are going through. We can put them in contact with someone who has some understanding of their day to day struggle and recognises their need to talk about their child, when they may feel they can no longer 'burden' friends and family with their grief.

Speaking of their success, all the volunteers and staff from the Child Death Helpline said: "We are thrilled to have received this prestigious honour for the work we do."

Contact: Rosie Midson

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CKI School of Martial Arts

CKI School of Martial Arts was established over 20 years ago by chief coach Sensei Ismail Saleh, a 6th degree black belt who is also the project manager. CKI is a non profit making group and the chief coach is helped by his group of deputies who are all volunteers. Formed to provide a service enabling members of the local community to participate in a varied range of sporting and fitness activities, CKI now has over 800 members aged 4 years and over. Of the 800 students over 420 are female. They provide service to anyone regardless of age, gender, race or religion.

CKI is proving to be a great example of community cohesion and has become an integral part of the community whilst also enjoying huge success with students representing the club and England worldwide. The club has produced numerous world, European and British champions in addition to winning sporting and community awards resulting in some members being role models for the youth. The club has achieved great success in tackling anti-social behavior and making a positive difference to the lives of children and young people from disadvantaged backgrounds, enabling them to further their aspirations and achieve their full potential.

The school promotes social cohesion and positive social interaction within different communities through its many sporting activities. CKI provides services in fitness/aerobics, karate/kickboxing, martial arts/self defence plus other activities. Furthermore their senior coach provides advice/counselling to young people with social, domestic or educational problems.

The club does not receive funding from any groups or organisations to assist in the running of the school. They try to cover all costs through £5.00 per month subscriptions that the students pay. The club gives opportunities to families who are on benefits or low income. It has become one of the most successful in the country primarily due to the tireless efforts of their chief coach and his volunteers. CKI is a great success for the community.

Contact: Ismail Saleh (6th Degree Black Belt), Senior coach/project manager

Tel: 07808 277893



Crossfire Trust

Crossfire Trust is a registered charity which cares for the physical, emotional and spiritual needs of people, primarily in South Armagh, Northern Ireland. The trust was founded in 1978 by Ian Bothwell in response to the televised issues of violence and cross community tension in Crossmaglen. It grew into Crossfire Trust in 1984 with four Trustees who had considerable experience volunteering in Crossmaglen and who wanted to develop further the links Ian Bothwell had made in the area since 1978.

Crossfire Trust operates from an established base, Darkley House, which is recognized as being an environment of mutual respect, hope and support for all sections of the community. Crossfire Trust's aim is to build a more peaceful and harmonised society within the South Armagh area and provide ongoing support to the local community.

Crossfire Trust has undertaken a range of successful projects over the years. Current projects and activities include:

- Care Facility – provision of emergency shelter for those in need of short term 'bridge the gap' accommodation.
- Mega Mobile – a mobile facility offering hospitality and outreach in flexible locations. Currently the Mega Mobile can be seen in Crossmaglen Square at the regular markets offering family support, befriending and reassurance.
- Singing Kettle - a project bringing together older and younger people in a social setting, offering counseling and listening to those in need. The project offers training and day trips.
- Darkley Clubhouse - a project to support the young people in the local area.
- Memory Making Ltd - a professional marquee and stage hire community business.

- Worn Again/New 2 U - a second hand clothes and household goods shop, run on Wednesdays and based at Darkley House.
- Yarn and Darn - a befriending group which creates craft and design products

"We are very honoured to receive this award. The Trust would not exist without the hard work and dedication of all our volunteers and this award is testament to their hard work." Ian Bothwell, Director

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Crossover-Breakout

Crossover-Breakout started life nearly 10 years ago as the caring arm of City Coast Church in Brighton, reaching out to the homeless and disadvantaged with hot food, sleeping bags and clothes.

Five years ago they opened a new base in Newhaven to help their Community and this involved their free furniture store, a counselling service, free food and clothes to those in extreme need. This Drop-in centre proved to be too small, and, this Christmas, a lease was taken on a second shop and every church in the town has volunteers working in what they are now calling "Breakout"!

They work with those who are in debt situations, and write letters to bailiffs, courts, banks etc. They support victims of abuse, rape, addictions as well as those who are lonely.

They welcome the older members of the community with a place to meet; run a toddlers music group MiniMusic; have a Youth Group, a 25+ Mums support group, and help ex-offenders and drug and alcohol abusers. They work closely with the Police, Social Services, the Education Department, the legal system and the Town and District Councils.

Their Counselling service receives referrals from local GPs, Womens Refuges and Care Confidential, as well as self referrals.

There is so much pain in society and they feel it and want to do something about it. So it is their aim as Christians in their town to make a difference; they want to feed those who are hungry, comfort those who are suffering and care for those who are broken in this hurting world - in fact to show the extravagant love of God in as many practical ways as they can.

Contact: David Pavitt

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Cruse Bereavement Care in Northern Ireland

Cruse in Northern Ireland is part of a national organisation which will celebrate 25 years in 2009 of providing vital bereavement support throughout the province. Currently over 500 volunteers and a small staff team provide a range of services including support to adults, children and young people alongside developing services in all of Northern Ireland's prisons.

The high reputation and quality of bereavement services Cruse delivers is only possible because of the vital contribution that Cruse volunteers make. In the past year volunteers gave over 35,000 hours to improve bereavement care in our community. Volunteer activities range from providing face to face

support to individuals, group support, supervision, management, administration, training and essential fundraising.

Cruse has eight branches located throughout Northern Ireland alongside the regional office which provide support, information and bereavement awareness training. All eight branches provide bereavement services to their local community by volunteers representing those communities. In addition there is one charity shop in County Down supported by Friends of Cruse supported by local volunteers.

"This award will be valued by every volunteer and staff member in Cruse as a recognition of the immense contribution Cruse has made to the community in Northern Ireland over the past few decades." Anne Townsend, Director

Contact: Anne Townsend, Director



DAGE (Deptford Action Group for Elderly)

Deptford Action Group for the Elderly (DAGE) combats social isolation for local pensioners through a daily pop-in facility for social contact and support, and an advice and information service. DAGE provides valuable volunteering opportunities for both young and older people of all communities to aid social inclusion, promote citizenship and improve the quality of life for its beneficiaries.

DAGE complements the work of specialist agencies by signposting its users for specific advice. DAGE hosts on a monthly basis free sight-testing by NHS opticians, the Pension Service who give advice on benefits, and police crime prevention surgeries. On a quarterly basis the London Fire Brigade advises on free smoke alarms and home safety checks, and the local NHS provide health promotion.

DAGE is driven by a regular team of 25 volunteers and roles include those performed by recently retired older people, discovering they can make a very real difference by befriending older users to DAGE's pop-in. These older users will typically be 74 years of age and upwards, bereaved and living on their own, and without the support of immediate family and friends. Without DAGE's volunteers, they would become increasingly socially isolated and less readily receptive to help, which can aid their continued independence.

DAGE pensioner user, Betty Brown, aged 83, said: "I live for the parties and outings that DAGE put on where I can recall the great times I've had in my youth. I like to sing at these as everyone enjoys this. I was introduced to the NHS opticians who come monthly to DAGE. Through their referral, I have just had laser treatment which has really improved my sight. I now do not need to wear glasses for most everyday things. DAGE is truly wonderful and I am thrilled that DAGE's volunteers have been recognised by the Queen's Award."

DAGE has two charity shops which generate match funding to aid the pop-in centre and this also helps the environment by re-using furniture, made available at affordable prices to pensioners and people of all ages, such as refugees and asylum seekers on low incomes. DAGE collects re-useable furniture across much of south-east London and also provides a low cost furniture removals service to people moving home. DAGE has a twice-weekly radio programme, Calling All Pensioners, across Greater London on Resonance104.4FM, also on www.resonancefm.com, on Sundays at 2pm and repeated Fridays at 1pm.

Contact: Tim Hamilton, Project Development Officer

Call: 020 8691 2849

Website: <http://ecs.lewisham.gov.uk/dage> and www.dage.org.uk

Dream-A-Way

Dream-A-Way is a charity based in Exeter which provides holidays and day trips for local disabled and seriously ill people of all ages in the South West of England. Staffed entirely by volunteers, with no-one ever claiming any expenses, Dream-A-Way is proud that one of its original aims, to spend all our profits directly on providing these holidays, has been maintained since we were formed in 1993.

Dream-A-Way has been highly successful in raising funds by arranging great fun events such as gala balls and dinners, golf days, bowling nights, karting, and other social events. In 1999 the group purchased its first luxury holiday home at Haven in Exmouth and now it has six. Over 10,000 clients have benefited from Dream-A-Way holidays since 1993. It has sent people as far away as Australia and to America as well as arranging local day trips and outings.

Jeff Merrett MBE, Chairman said: "We are honoured to receive an award of this kind. We work hard in the community to raise funds and support people less fortunate than ourselves. This is a great accolade and one which our team of hard working volunteers will be proud to receive."

Website: www.dream-a-way.co.uk

Dukeries Community Workshop

The Dukeries Community Workshop was founded in 1989 to help redundant mineworkers and their families and, whilst it has evolved over the years to meet the changing needs of local people, the ethos of providing a practical workshop wherein people can share & pass on practical and creative skills to those less able remains the same. There are over 200 service users and no charge is made for membership.

The workshop is fully equipped with tools, equipment and machinery to facilitate all aspects of woodworking, metal working, welding and glass-work. A full time technician maintains machinery and oversees the Health & Safety of members and a part time administrative worker assists the Voluntary Coordinator. All other work is undertaken by Volunteers who, due to retirement, disability or long-term ill health, are no longer in a position to undertake paid work.

Volunteers who have great skill and experience in their own particular craft tutor courses and one-day workshops. Others provide weekly group sessions of woodcarving, mosaics, stained glasswork and kiln-fused glasswork. Day-to-day management of the organisation is undertaken by volunteers. The use of facilities and resources are extended to other groups & organisations whose work is with disadvantaged people such as those who are homeless, learning disabled adults, people living with a mental illness and disadvantaged young people.

Contact: Sandy Jackson
Tel: 01623 862363 ext.152

EcoDysgu - EcoLearn

EcoDysgu is a not for profit community business limited by guarantee. An education centre, based on a 42 acre farm, delivering the 'Learning to Heal - Healing to Learn' model of education. Creativity in a Natural Environment supported by Healing Practices.

Groups of children, young people and adults visit, taking part in learning new skills such as stone walling, willow weaving, gardening, art and sculpture. In addition everyone is offered a session of complimentary healing therapies such as Indian Head Massage, Reiki or Hands On Healing. The results have been called 'profound' by the Police and the benefits are acknowledged by Head Teachers, Youth Workers, Prison & Probation services as well as parents of school children. The Pupil Referral Unit, Youth Offending Team and Crime Reduction Initiative have all experienced amazing results after participating in programmes at EcoDysgu.

The historic site has many dilapidated buildings, such as an old Pit Pony Hospital. The group have recently renovated an old dairy into a 12 bed bunkhouse, cafe and community room. Hundreds of volunteers, long and short term, have been involved in the regeneration of the long neglected site.

Contact: Maggie Morgan
Tel: 01656 728137 Email: ecodysguecolearn@aol.com



Facing Life and Pain (F.L.A.P.)

F.L.A.P (Facing Life and Pain) began in 1990. Two leading consultants working in the field of chronic pain ran the programme. The group started with about 10 people who contacted F.L.A.P about their pain problems and the two who had been involved in the pilot programme were able to pass on the skills they had learned that helped them cope with pain. Within 12 months the group had moved to larger premises and became a registered charity.

The group meets twice a week on Monday and Thursday mornings with an average of 25-30 people attending. Some of them travel a long distance and some have

terminal illnesses. The committee is made up of sufferers who understand what new members go through. They take the whole group out on coach trips at least 3 times a year using special coaches for the members.

Contact: Mike Baker, President and Founder of F.L.A.P
Tel: 0151 489 0586



Fusion

Fusion is an organisation devoted to developing community talent and creativity by providing opportunities for people of all races and religions to participate in a wide range of musical activities with performances that celebrate cultural diversity. Fusion creates beautiful music by nurturing the talent, energy and creativity of economically poor, but culturally rich communities.

By bringing young people together across the lines of race and religion, Fusion fosters cultural understanding and community cohesion. Participants improve their

social skills and self discipline, boost their self esteem and self confidence whilst learning and enjoying music.

Contact: Mrs Caroline Muzolf



Greenock Amateur Boxing Club (Greenock ABC)

The Greenock ABC was founded in 2000 with the aim of not only keeping kids off the streets, or providing a place for them to go..but also trying to give the kids education for life education in eating (nutrition), behaviour (how to conduct themselves) and physical and mental training / discipline.

All kids are welcome from the age of 10 through to young adulthood. The club helps kids in the preparation of making the giant steps from primary schools to secondary school knowing that with two years of education for life they stand a better chance of eating properly, behaving properly and may have the physical and mental strength to finish secondary school and go on to be responsible adults.

Their boxers have competed all over Britain, winning district and national titles; they have boxed for the national team and have been included in the GB squad. The club has had boxing teams from all over the UK, Ireland and Canada come to box in Greenock.

They recently had an invite from a team in Canada to box there in July 2009. Danny Lee, the Club's coach commented on this invitation saying "This will be the trip of a life time for the kids from Inverclyde."

Contact: Danny Lee

Tel: 014785 718298 / 07966 653550



Greystones Community Action Group

The Greystones Community Action Group was originally set up to improve the local environment and tackle the issue of lack of play equipment for children and young people. Initially the group only worked for the Greystones estate then in 2003 they extended their support boundary to cover the whole of Whiston.

Over the years the Greystones Action Group has grown in strength and with our local knowledge and working alongside partner agencies they have achieved many successful projects allowing them to offer a wider range of services and support to their community.

They provide social events for the young and elderly and in partnership with the Whiston Community Partnership they run a very successful weekly cinema club where young people aged between 7 and 19 enjoy a social activity and life together. In the last eight years they have successfully applied for and received funding for various projects which has benefited many people and improved the quality of life, health and social well being for local residents.

Contact: Donald Straw

Chairman Tel: 01709 541382

Guernsey Jumbulance Holidays

The group consists of 24 people, 10 disabled people, 10 helpers, 2 or 3 Nurses, a doctor and a Priest on the Lourdes trips. Anyone can nominate a person to come on the trips, they usually come through nomination by local doctors and nurses. The helpers and medical team are all volunteers, who also help raise funds all year to achieve the group's targets.

Since 1985, they have taken groups to Holland, Switzerland, Belgium, Austria, South Tyrol, Paris, Ireland, Loire Valley, Cornwall, London and there have been 11 trips to Lourdes. Travelling with a group of the disabled can be challenging, they travel by ferry to England or St Malo and meet the Jumbulance at the relevant port. The group hire the Jumbulance from Scottish Across for the trip to Lourdes; because of their network of support in Lourdes, they have a contract with a hotel which caters for the disabled, a mini bus and a driver for their use while they are there, and for holidays they hire a Jumbulance from Jumbulance Travel Trust.

"Providing these trips, gives the carers at home a break, and gives the people who cannot travel alone a holiday. We are thrilled to have won the Queen's Award for Voluntary Service." - Pamela Bartlett

Contact: Pamela Bartlett

Tel: 01481 247357

Hemsworth and District Community Initiatives Ltd

Hemsworth and District Community Initiatives is a community centre run by a committee of local people to promote action for the benefit of the residents of Hemsworth District. It provides weekly welfare and consumer rights advice sessions, computer, English, maths and craft courses, exercise for the over 50s, luncheon clubs for the elderly, after school clubs for 7-12s, an archive history group and councillors' surgeries.

The centre's motto is "Here to Help You to Help Yourself" and this is the philosophy on which it was founded. A warm and friendly welcome is extended to all visitors and regular centre users. Individuals who would normally shy away from enrolling on a college course because of a lack of confidence will come to the centre because of its reputation for customer service. People who have suffered from social isolation quickly become involved in other activities taking place in the centre, make friends and find a new motivation in life.

HDCI began in 1994, with a group of volunteers putting their ideas together and becoming a registered charity. The group leased one unit in a row of run down shops in a no-go area of Hemsworth known as the "Slabs". The centre quickly became an invaluable resource for the local community and has continued to flourish. After applying and being successful in receiving a National Lottery Grant in 1999 the group leased other 3 units and refurbished them. One became a computer suite, another became a well used community crèche and the other became a general resource room for meetings and the many and varied activities that take place at the centre. A professional kitchen was also installed and this is used for functions and luncheon clubs.

"This award is a fantastic honour and achievement for HDCI. Our previous awards include the Spirit of the Community Award and the Duke of York Award. We have a hard working team at the Initiative and they will be delighted to receive such a prestigious award." - Mrs Annie Marrs, Chair of the Initiative

Contact: Mrs Annie Marrs
Tel: 01977 618404
Email: hic5@hotmail.co.uk

Home-Start Leeds

Home-Start Leeds was established in 1987 as an independent charity. We are affiliated to our national body, Home-Start UK, and part of a network of schemes in the UK and worldwide. Home-Start believes that children need a happy and secure childhood and that parents play the key role in giving their children a good start in life and helping them achieve their full potential. It offers a unique service recruiting and training volunteers from all backgrounds, who are usually parents themselves, to visit families in their own homes weekly, to offer informal, friendly, confidential support and practical help for parents with young children.

Over 200 volunteers visit young families in Leeds. The families are often struggling with a range of difficulties that make it hard for them to do the best for their children. Volunteers become a trusted family friend, supporting the parents as they grow in confidence and develop their parenting skills. In 2007/08, 270 families in which there were 499 children were supported by their home-visiting volunteers. Families benefit enormously from the one to one individual support that volunteers are able to offer.

"We are all delighted that the dedication of our wonderful volunteers has been recognised with this award."

Tel: 01132 442419
Email: office@home-startleeds.co.uk
Website: www.home-startleeds.co.uk



Hull Churches Home from Hospital Service

Hull Churches Home From Hospital Service (HCHH) fills a gap in the health care system by providing free support to adults, who do not meet the criteria for statutory services, on discharge from hospital.

Services include support to older people leaving hospital after major illness or surgery; carers, who are supporting those with life-limiting illness and people requiring assistive technology, i.e. TeleHealth (a pioneering technique introducing remote monitoring of discharged heart failure patients) and TeleCare to enable confidence and independence for people to stay safely in the home environment.

The service started 15 years ago in a small city parish Church of England church developing to include all church denominations.

Contact: Ms Jean Templeton
Tel: 01482 447673



Inside Outside

The Inside Outside project supports volunteers with learning disabilities to provide help to elderly householders in Bermondsey and Rotherhithe. The volunteers are supported by Bede staff to carry out a wide range of tasks that elderly people find difficult but are vital to them maintaining their independence in their homes. Jobs include gardening, cleaning windows and ovens, helping take down and put up curtains, simple DIY, changing light bulbs, spring cleaning, moving furniture and lots of other jobs.

Some of the elderly people live on their own and find it difficult to get out, so the company of the volunteers is also appreciated - often the chat over a cup of tea afterwards is as important to them as the job. The group is able to respond quickly and flexibly to requests for help as they work in a very local area. Very vulnerable householders receive regular visits, and they also check at times when people may need extra help, for example if it is very cold or hot. It holds social events at the Bede Centre where volunteers act as hosts to the householders, and regular forums to discuss the progress of the project.

The householders value the contribution they make to developing the skills and community presence of the volunteers and thus do not feel in a position of dependence when receiving help. The project has been running for three years, involving 40 volunteers in helping over 200 householders, delivering around 100 hours of voluntary work each month. The volunteers are very proud of the work they do and receiving the Queen's Award for Voluntary Service is a valuable recognition of their efforts.

Contact: Ms Verity Mihai
Tel: 0207 237 8930
Email: veritymihai@bedehouse.org



Isle of Man Breakthrough Breast Cancer Group

The Isle of Man Breakthrough Breast Cancer Group was established in 1991 by 4 people who had been affected by breast cancer themselves.

The group aims to raise awareness of breast cancer in the community by giving talks in schools, colleges and women's groups; provide support and information to newly diagnosed patients and campaign for better services for cancer patients. Recently they campaigned successfully to establish a call/recall breast screening service on the island and also a Cancer Information Centre at the local hospital.

The Group have raised over £1million for breast cancer research over the past 16 years.

Contact: Mrs Jan Brooks
Tel: 01624 673264



Jersey Citizens Advice Bureau

Jersey Citizens Advice Bureau is a member of the National Association of Citizen Advice Bureaux. They provide information and advice to members of the Jersey community, in particular to people who might be experiencing discrimination or deprivation.

The volunteer team of advisers and receptionists are the first point of contact for people using the service. They estimate that the volunteers contribute 85 hours per week. In 2007 they dealt with over 12,000 enquiries on a whole range of life problems. Every day more than 150 people access our website for information which will help them to resolve their problems.

The Bureau has two specialist caseworkers who assist people with debt problems and they have an adviser who specifically helps members of the Portuguese community. They have a free weekly legal advice clinic, staffed by local lawyers and they also do outreach work at the local prison.

One of the aims of the Citizens Advice service is to "improve the policies and practices that affect people's lives". Jersey Bureau has been successful in campaigning on a number of issues such as the introduction of a PAYE system for payment of income tax and the modernisation of the benefits system for low income households. They were all delighted to receive the Queen's Award for Voluntary Service for 2008, especially as this is the 30th anniversary of the Bureau's opening.

Contact: Francis Le Gresley, Bureau Manager
Tel: 01534 724942

Jersey Hospice Care Volunteers

A team of nearly 300 volunteers are constantly working behind the scenes to enable Jersey Hospice Care to provide the highest standard of palliative care for its patients. They are an essential part of the package that patients receive when they enter the In-patient Unit at Clarkson House, where the charity is based. The volunteers undergo a careful process of training and selection and help seven days a week, carrying out everything from washing laundry and serving lunch and coffee, to collecting prescriptions and sitting by a bedside to keep someone company.

At the Day Hospice, which aims to give carers respite and patients an outing, volunteers sit and chat to patients, help with refreshments and ensure there are plenty of activities on offer, such as gardening or quizzes, should anyone wish to participate.

Volunteers are also involved in the delivery of the community Bereavement Support Service and provide an extra pair of hands, feet or ears out in the community with patients. They build up important one-on-one relationships by visiting them at home, helping with shopping and driving them to and from Day Hospice and hospital appointments.

The volunteers work tirelessly to fundraise on behalf of the charity, including keeping Jersey Hospice Care's successful shops ticking over through the week. They are always kept busy, either in the back of the shops sorting through piles of donations, or front of house serving customers and helping to create a great atmosphere. The volunteers are incredibly generous with their time and energy, and Jersey Hospice Care quite simply could not survive without their help.

Contact: Steve Harvey
Tel: 01534 876855



JUMP 2K

JUMP 2K is committed to developing the abilities of disaffected young people in order for them to reach their full potential. The organisation seeks to help young people overcome under achievement and build their confidence, grow in self-esteem and take advantage of opportunities that their personal circumstances might not normally allow.

Their key objectives include:

- Providing opportunities for young people to develop in leadership and positive

participation in the local and international communities

- Providing events and activity programmes designed by young people for young people
- Providing skills training for young people particularly in the areas of social education, health education, business and the arts
- Providing training for volunteers to be mentors, peer educators and voluntary youth workers
- Promoting activities that increase participation and aid the development of young people

During the past 8 years, JUMP 2K has developed its capacity to conduct effective youth work. Virtually, all of the projects are delivered by young people. JUMP 2K successfully works with a growing number of disadvantaged young people by supporting, re-educating and developing them to use their abilities not only to benefit themselves but their entire community. Young people participating in JUMP 2K's programmes are equipped to overcome life's challenges by systematically amending and eradicating a 'life logic' that can promote failure and can eventually lead to lack of achievement.

Contact: Miss Jacqui Henry, Strategic Director
Tel: 020 8690 2211



Just Around the Corner

In 1998 Just Around the Corner was set up as a youth work charity, but since then their remit has changed to include family work and schools work – to create better links with young people. They also have a Horse Therapy Project, which gives young people access to horses, which are a great therapy. Young people open up around horses, and this type of activity appeals to girls more than boys.

As part of their work the group goes into local senior schools and run small groups which concentrate on Emotional Literacy – subjects such as drugs, alcohol, bullying, self-esteem and anger management. There are also JAC

staff in these schools at lunchtimes to engage with young people in a relaxed environment.

Recently, JAC created a Community Interest Company so they could take over running the Oakwood Centre cafe (now renamed Just in the Park). All profits go back to JAC, and the menu includes fairtrade and ethically produced food and drink.

JAC also is on the streets of Woodley, Wokingham and Earley most weekday evenings – engaging with youth on the street - our original vision.

Contact: Sam and Yvonne Milligan

Tel: 0118 9441444

Website: www.jacoutreach.org

Killingworth Community Consortium

Killingworth Community Consortium was established in 1998 with the overall aim of bringing people together to revitalise the local area and create a safe, healthy, strong and caring community which is both active and inclusive.

Through effective engagement and solid partnerships it has been able to achieve a number of significant local priorities which have resulted in a new community centre and a new leisure centre.

Working with its fantastic network of volunteers, the Consortium is able to offer the community a wide range of diverse activities, services and events including: helping people into work by assisting with job search and helping to overcome barriers to employment including low confidence, poor skills, childcare and financial considerations; providing community health checks and diet and nutrition workshops, fit and fun events for all ages and creative workshops and clubs to name a few. The group also helped establish and continues to support its local Cygnet Community Café which provides employment to local people and significantly contributes to the local economy.

Contact: Judith Farquharson, Manager

Tel: 0191 200 8328

Email: kccjudith@hotmail.com

Website: www.killingworth.net



King's Lynn Samaritans

King's Lynn Branch of Samaritans was founded in 1968. Whilst part of the national Samaritans' organisation it is a self-funded local charity served by around 70 volunteers and a small fundraising committee.

Volunteers provide confidential, non-judgemental, emotional support to people experiencing feelings of distress or despair, including those which could lead to suicide. A quarter of a million contacts have been received during the last 40 years.

Volunteers also provide training, support and development of listener schemes at Whitemoor and Wayland Prisons. These provide support to prisoners by other, specially trained and supported prisoners. 'We have achieved the highest audit scores ever in suicide, self harm and violence reduction and positive reports from prisoners and staff. I have no doubt that this is due to the Samaritans' team' - Prison Governor

The branch also provides a new help desk facility to patients, family and friends and staff at the local Queen Elizabeth Hospital.

Branch Director, Tony Taylor, says: 'We are very honoured to have been nominated and selected for this wonderful award which recognises the dedication, loyalty and commitment of many hundreds of local volunteers and our supporters who have raised the funds to keep us going over the years.'

Contact: Tony Taylor, Branch Director
Tel: 01485 571685



Learn English At Home (LEAH)

Learn English at Home (LEAH) is a unique local charity which has an exemplary record in delivering one-to-one home tutoring in English and befriending of non-English speaking residents of Kingston and Richmond boroughs who are unable to attend regular English classes, mainly due to caring for pre-school children.

LEAH trains Volunteer Tutors to teach English to the most vulnerable and isolated learners helping them to acquire the tools needed to make the transition from complete isolation to taking an active part in the community.

Some of LEAH's 96 learners need help with English to shop, talk to their doctor or to join a local library. Others need to improve their English to move on to further learning or employment. LEAH has had over 80 volunteers this year, 30% of whom are from ethnic minority groups themselves.

LEAH's support for its learners includes organising short courses (such as Citizenship, Diversity in Governance, Keep up with your Children at School, Organic Gardening and others) as well as monthly Mother and Toddler groups and social and educational events and outings. This year there was a visit to The London Aquarium and Kew Gardens, both places that most of the learners would never be able to experience without LEAH.

Sanja Kane, the Manager of LEAH said: "We are honoured to receive this prestigious award; all the more precious to us because we know that there are so many worthy voluntary organisations in the UK. Last year was a difficult one for LEAH and The Queen's Award could not come at a better time, recognising as it does the commitment and hard work of all the people who have volunteered for LEAH over the last 26 years without whom we would not be where we are today."

Contact: Sanja Kane
Tel: 020 8255 6144
Email: leah@leah.org.uk
Website: www.leah.org.uk

Mourne Mountain Rescue Team

The Mourne Mountain Rescue Team is a voluntary organisation set up to help lost or injured people in the mountains or vulnerable people missing in the community.

They have been in existence since the early 1960's and were the first Civilian team in Ireland. They rely on donations of money or equipment from the general public or companies to fund their rescue activities. The team of twenty two is made up of people in all walks of life who give freely of their time and energies to assist unknown third parties in difficulties in the mountains or local area.

Training takes place most Wednesday nights and a full team practice is held once a month. The team is called out an average of eighteen times per year. A high level of First Aid training and skill is maintained with some members now trained to administer morphine and other pain relief drugs when necessary.

They are represented on the Northern Ireland Cliff, Cave and Mountain Rescue Coordinating Committee and are a member of the Ireland wide Irish Mountain Rescue Association (IMRA) which is made up from twelve teams.

Contact: Ed Kilgore MBE, Chairman
Tel: 02843722917
Email: MMRT99@aol.com
Website: <http://www.mmrt.org.uk>

Nanstallon United Youth Football Club

Nanstallon United Youth Football Club provides the opportunity for children from Bodmin and the surrounding communities to train, play football and take part in the social activities of the Club.

The Club was established in 1986 and has had to move grounds more than once. However after a fire in 2004 the Club set up home at Pencarrow Playing Fields and has continued giving players a fun and safe environment. The Club's ethos is to give players of all abilities the chance to play, learn respect for others and experience being part of a team.

"We have a small committee and I am really delighted to see that their hard work and dedication has resulted in Nanstallon United receiving such a prestigious award, and I would also like to thank Mr Richard English who until very recently was the Club Chairman and the Club's driving force for the last 18years." - Brian Stevens, Secretary, Nanstallon United Y.F.C.

Contact: Brian Stevens
Tel: 01208 75678



National Talking Newspapers and Magazines

Started in 1983 by the Talking Newspapers Association of the UK, National Talking Newspapers & Magazines provide a range of more than 200 popular national newspaper and magazine titles in a variety of accessible formats for blind and print disabled people. In audio we offer tape, CD, DAISY CD and MP3 via web download. We also offer digital full-text by email, web download or CD-ROM. The majority of recordings are produced at The National Recording Centre, based in Heathfield, East Sussex. The centre houses eight recording studios. Each studio hosts 3 recordings each day, producing more than 100 recordings each week.

These are distributed to subscribers in the UK and around the world on more than one million tapes and CDs each year.

Volunteers play a key part in many areas of the charity's activity. In particular, more than 200 volunteers provide the voices for all the recordings made at the National Recording Centre. Without this contribution, it would simply not be possible to maintain a service which makes such a difference to so many lives.

Contact: Jane Potter
Tel: 01435 866102
Website: www.tnauk.org.uk

Newcastle Muungano Community Association

The aim of the Newcastle Muungano Community Association is to ease the integration into the British Society of Asylum Seekers and Refugees.

Set up four years ago, Newcastle Muungano Community Association targeted asylum seekers and refugees from French and Swahili speaking African countries such as Rwanda, Burundi, Uganda, Tanzania and Democratic Republic of Congo living in Newcastle and its surrounding area. Anyone wishing to join and/or take part in their projects or activities is welcomed and served by the group.

Current activities include a general advice and information service, interpreting and translation referral of clients to other agencies, escort to statutory and voluntary offices, sports activities (football), recreational and cultural activities, the Textile Arts project (Sewing class) and the self advocacy group. All the activities are targeted towards a newly-arrived community in Newcastle where there is not enough resource to deal linguistically and culturally with their target community.

It is a great honour to be awarded this national recognition. It is proof of a fantastic achievement through four years of hard work, and a royal seal of approval for providing good services to the community. We hope it will encourage other small organisations.

Contact: Jean-Paul Buhagarha
Tel: 07894 235792
Email: muungano@hotmail.co.uk



Nicky's Way at St Nicholas Hospice

Nicky's Way at St Nicholas Hospice in Bury St Edmunds is an open access bereavement service for children and young people, of school age, living in West Suffolk and Thetford. It is a group-based programme which runs twice a year, offering creative activities to help bereaved children express and explore their feelings after the death of an important family member. Children and young people eligible may have a connection through a hospice patient or may be bereaved in other circumstances such as loss through a sudden family death.

The service is led and supervised by a member of the professional team in the Family Support department of the hospice and supported by a team of trained and experienced volunteers. Through participation in small groups led by volunteers, the programme offers children and young people opportunities to share worries, fears, hopes, uncertainties, feelings and questions that can arise after the death of someone important and special and to counter feelings of loneliness and isolation.

'Nicky's Way is only possible because of the volunteers who support it and enables children and young people to meet others in a similar situation in a safe and supportive setting.' - Mrs Yvonne Holman

Contact: Yvonne Holman
Tel: 01284 766133

Northampton Hope Centre

The Northampton Hope Centre welcomes people who are homeless or disadvantaged, whatever the reasons and circumstances might be. The centre is open every weekday in the year and has around 50 people coming each day. The majority of the team is made up of volunteers; many of whom work in the kitchen helping to provide nutritious and affordable meals on a daily basis. People come in to the centre for various reasons - to use the shower facilities, to buy food and clothing, to use the computers, to play pool and to simply sit and relax in a welcoming environment.

The group has set up a programme of activities and workshops such as film discussion mornings, computers courses, art and crafts, employment advice, cookery workshops and gardening projects. Their focus is engaging people in meaningful activity and getting alongside them to help them to build up their self confidence and belief. These activities are run by volunteers who are committed to regularly giving their time and expertise.

"We are delighted that the Northampton Hope Centre has received the Queen's Award for Voluntary service - it is an honour and we feel that it is recognition for all the valuable work done at the centre." Richard Appleby (Manager)

Contact person: Richard Appleby, Manager
Tel: 01604 602456
Email: richard.ap@btconnect.com

Pennine Magpie

Formed in 1996, Pennine Magpie offers specialist daytime activities for people with learning disabilities. It works to improve students' quality of life through therapeutic activities and vocational training carried out in a safe, supportive and stimulating environment.

Activities include the teaching of Life Skills, Work Skills, basic computer and internet literacy, accessing public services, health and safety, work experience in their Art Activities Resource Store and art, music, healthy eating and cooking and gentle exercise. These activities are fundamental in helping people with learning difficulties have the confidence to cope with everyday living.

Pennine Magpie meets the needs of people who may not otherwise have been given the opportunity to be supported, encouraged to learn and to socialise in a safe environment, and at a pace they can cope with. Every trainee is individual and the support given to them by the staff and volunteers is based on their respective needs.

Contact: Gillian Sheard
Tel: 01422 383550
Email: gillian.sheard@btinternet.com



Redbridge Youth Offending Team Referral Order Panel Members

Youth Offender Panels are a ground-breaking way of dealing with young people who commit crime. They provide an opportunity for young people to speak for themselves, rather than through representation, and to take responsibility for their actions.

A young person will attend a panel meeting if they have been given a Referral Order by a court. Referral Orders are given to most 10 to 17-year-olds, who plead guilty on a first-time conviction, unless the charge is serious enough to warrant custody. A Youth Offender Panel consists of two volunteers recruited

directly from the local community, alongside one member of the Youth Offending Team (YOT). The Panel will meet with the young person and their parents or guardians to talk about the reasons for the offending behaviour and to agree a tailor-made contract aimed at putting things right. The victim is encouraged to attend the meeting to tell the young person how the crime affected them.

The contract may include a letter of apology to the victim, removing graffiti or cleaning up estates and communities. It will also include activities to prevent further offending, such as getting young people back into school and help with alcohol or drug misuse. The contract is supervised by the YOT and reviewed at regular panel meetings. The conviction is "spent" when the order is successfully completed. If the young person fails to comply, the case is sent back to court and a different sentence may be given. Youth Offender Panels give the community a say in creating effective programmes that ensure young people who offend repair the harm done and are given positive help to prevent further offending.

Contact: Ann Selby
Telephone: 020 8708 7805

Rhyl South West Central Residents Association

In 2003 the Denbighshire County Council decided to demolish a café in the Botanical Gardens in Rhyl and build offices and car park. A petition was organised to stop the destruction of this site which had been there for 70 years and is the only public park in the town which is the largest and most deprived area in the county. The petition was successful and the Rhyl South West Central Residents Association was formed to take positive action. The Café was reopened and some 25 volunteers open the Café daily all year.

The Association now organises courses for all ages and have raised over £150K for gardens improvements. They have taken over an old Bowling Club and Tennis Club building and have raised the funds to refurbish as a community centre and training facility for crafts, IT and meeting rooms.

These two buildings are being leased from the County Council and are self supporting.

Examples of users are: groups of pensioners, parent and toddler classes, sheltered homes residents, disabled person groups and autism committees. The group also represent the community on many local projects as well as attending to the needs and concerns of local residents.

Contact: Eric Black
Tel: 01745 342335



Springboard Project

The Springboard Project is a community based Children's Centre in Horsham providing a range of inclusive play and recreational opportunities for a whole range of children and youngsters, including those with additional needs and disabilities.

Their Charity's roots were established in 1989 with "Grasshoppers", which started as a self-help group set up by some parents in Horsham. This is now one of Springboard Project's five groups for children and young people with disabilities, providing a range of activities and opportunities as well as giving valuable short-break respite to parents and carers.

Their organisation caters for over 200 disabled children from Horsham District, Crawley Borough, Mid-Sussex and the West Sussex coastal area. They offer a wide choice of sessions from various planned activities and outings that are available.

Without their young volunteers - most of them teenagers from local schools - who support these groups, they would not be able to operate at all. They all bring fantastic enthusiasm, energy and empathy to the children and youngsters who often need support in the most challenging of circumstances.

In addition to their groups for disabled children, they provide "play 'n stay" facilities every weekday for over 600 families. During 2007 Springboard House received over 34,000 visits. The children and their families enjoy a wide range of play facilities on offer, including a soft play Adventure Room, Sensory Room, Toy Library, Lounge area, Kitchen and Their Jubilee Leisure Garden.

The volunteers who support the Centre's activities make a valuable contribution and often it may be their first step on the road back to employment or the vocation of their choice.

On hearing news of the Award, Project Manager Nigel Scott-Dickeson paid a fulsome tribute: "Without our volunteers, Springboard Project would not be able to provide the tremendous level of support that our children and families need. In many cases, we would not be able to run some of our clubs and groups without them, so their contribution is immense. The dedication, loyalty and sheer enthusiasm they demonstrate never ceases to amaze me. This is a deserved reward to them collectively and to their qualities as individuals."

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Springburn Alive and Kicking Project

Springburn Alive and Kicking Project has been in existence for almost 20 years. The object of the Project is to provide a daily lunch to elderly and disabled people in the greater Springburn area (meals on wheels to the less able) with the provision of social, recreational and cultural activities along with other vital services.

The Project is open 5 days Monday- Friday 9am - 9.30pm (outreach work at the weekend) with a wide range of activities available. Members are transported to and from the Centre. The Project relies heavily on volunteers. The staff and management committee acknowledge their debt to them and the volunteers, in turn, most of whom are over 60 themselves, know how much they are valued.

The activities major on physical recreation with carpet bowls, keep fit and dancing, however, classes in horticultural, arts and crafts and theatre performances (The Red Road Young Uns) are immensely popular. The Red Road Young Uns theatre group is a tour-de-force. People who have never done anything like this in their lives have now discovered talents and confidence that they never dreamt they possessed.

Holidays (both at home and abroad) and day outings are also part of the programme. The Project has become not only a place of shelter, succour and recreation, but a model of community care to 300 members who can spend the whole day at the centre with a subsidised three course lunch menu for £2.50. Many of these members have compound problems in areas of health, disability and personal circumstances but life in the project has a purpose, and new friendships and interests make their troubles recede. Thousands of people have benefited from the project.

With such a catalogue of achievements and the evidence of so many satisfied members, the Project is providing a vast multifaceted resource for the community without which, life would be mentally, emotionally and physically impoverished. Its present successes are providing inspiration for others from deprived areas who leave after a visit with hope and determination in their hearts.

The Queens Award is a great achievement and acknowledgment of 20 years hard work and commitment.

Contact: Mrs Mary Ellis
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St Luke's (Cheshire) Hospice

The staff at St Luke's Hospice provide compassionate care for people suffering from a life-threatening illness in a calm, loving and homely environment. The staff use their professional expertise in a warm and considerate way and are skilled



in helping to address body, mind, emotional and spiritual needs. Of equal importance is the support they are able to give to the families and carers of their patients and to those who have suffered bereavement.

In addition, they have recognised the need for people to access the services of the hospice following a diagnosis at an early stage of their illness. This will allow them to live comfortably and support their transition back to health wherever possible.

St Luke's has a keen sense of social responsibility and recognises part of their role as reaching out into the community to share their knowledge, skills and expertise with both the local population and professional carers throughout Cheshire. The presence and contribution of volunteers to the community of care is central to our hospice. They add to the warmth and humanity of the team; they bring a sense of the local community into the organisation.

Contact: Carol Smith
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Swansea City Bravehearts

Swansea City Bravehearts is a football club that was set up in September 2000. Kath Gallagher, then Disability Sports Development Officer, started a taster session for football at the Morfa. After six weeks it was decided that a club should be started as there was obviously a need. Roy Thomas took the course and asked an ex-footballer, Gary Richards to help out coaching for a few weeks. Seven years later Gary is Head Coach and Chairman of Bravehearts. Kath approached Bev Cotter to run the club. Seven years later Bev is Secretary and Manager of Bravehearts. Both feel the need for this facility for youngsters is a must. They started with just six youngsters.

The club would not exist without the help and dedication of its volunteers. Swansea City Bravehearts is run as a social club where football is also played. The group strongly feel that the parents need support as well as the youngsters. There are now almost eighty youngsters registered and the group is affiliated to F.A.W. & Mencap. Every year they go for a weekend tour to Kiln Park in Tenby. They also have a Presentation Evening. Youngsters' kits are supplied through fundraising as the group

feels parents have enough pressure in their lives and therefore they are not asked to fundraise. Each youngster is provided a kit, and the group has links with Social Services that enable them to hire transport at low cost from them.

This year they will be holding their first ever Tournament at Swansea Uplands RFC. It will be an event where clubs can be invited from all over Wales. They already have links with eight clubs and in the last two years four of their youngsters have been chosen to play for the Mencap Gateway National Squad, Steve Parsons & Matthew Bowen 2006, Martin Griffiths & Jack Thomas 2007, Jamie Jones & Damien Kiley in 2008. In 2007 they came home with the European Cup. Every year they are invited to take eight youngsters to Warwick for trials for the squad. They have regular games with Northampton, and have played Chelsea, Wolverhampton and several other teams all over the country.

"We are very proud of all our youngsters, their achievements are immeasurable. They care & encourage for each other and develop social skills we hope will help them in their future lives. Our dream is to have a sports facility for the disabled in our city!" - Gary Richards (Chairman)

Contact: Bev Cotter
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The Bridgend Centre

The Bridgend Centre is a Community Social Enterprise and Independent Registered Charity, providing community services to people in Bollington, Macclesfield and surrounding areas. Established in 1990 as Bollington Drop-In Centre, it revives the community spirit by providing a friendly and informal meeting place where everyone is respected, valued, inspired and encouraged to volunteer and fulfil their potential.

The Centre is open four days per week and aims to improve the quality of life, especially for those feeling isolated or suffering from physical or mental health problems. Barriers are broken down through community integration and social

inclusion. Our open door policy allows people of all ages, backgrounds and abilities to enhance their lives by learning new skills, so making each individual feel part of a caring, sharing society.

Education, Heritage and Tourism, Charity Shop, Community Shopping and Walking for Health are some of the diverse projects run by the Centre together with a varied programme of weekly health and educational activities. All projects and activities rely on the unselfish support of our hardworking and dedicated volunteers.

Contact: Cath Hockney

Tel: 01625 576311

Website: www.bridgendcentre.org.uk

The Harpenden Trust

Formed 60 years ago, The Harpenden Trust has pursued its enduring objectives of helping those in need, of all ages within the Harpenden community. It is supported by the community, run by the community, for the community.

Over the years it has acquired donations and legacies and has invested these to generate an annual income. In addition it carries out a high profile Christmas Appeal for funds from every household in Harpenden. It owns its administrative premises, The Harpenden Trust Centre. This has recently been upgraded to comply with all the current legislation, offering two large halls for education and community use.

Each year the income is distributed in various forms to 1,000 or more people in need. Also grants are given to local societies, associations and groups. The Trust activities include: funding and delivering Christmas lunches to the housebound, supplying over 150 Christmas food parcels to the elderly, assisting families with furniture, utility costs, clothing, food vouchers and school expenses. To alleviate loneliness, The Trust organises coach outings, a travel club, tea dances and elderly/children's parties. If there is a need in the community, The Harpenden Trust responds.

Tel: 01582 460457

The Jersey Across Group

The Jersey Across Group was formed in 1983 to provide sick, disabled or disadvantaged Jersey people (known as our VIPs), who are unable to travel independently, with a week's holiday to Lourdes in the Pyrenees. Although the Group has a Christian base and ethos, the selection of unable travellers and helpers does not take into account their religion (or lack of religion).

Each VIP has a voluntary helper, and the volunteers are also accompanied by nurses and a priest. The whole group comprises 45 people, and they stay in shared rooms in a beautiful hostel near Lourdes. During the week they attend some spectacular religious services, as well as visiting beautiful scenic areas with mountains and waterfalls, and generally enjoy themselves just as any large group of friends on holiday. For some of the VIPs the trip is the only way that they can have a holiday away from Jersey, for others it can make them aware that despite their disability, travel is possible.

VIPs travel free whilst helpers contribute towards their costs, and the group raises the rest of the money from donations and fundraising events throughout the year.

Contact: Mary Renouf

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The Lyneal Trust

Lyneal Trust was established to provide canal based holidays for disabled people of all kinds whether individually, in families, school, or other groups.

The Trust is based at Lyneal Wharf, near Ellesmere on the Llangollen canal in north Shropshire and operates two purpose built canal boats, one of which is a cruiser sleeping 8, and the other a day boat which can take up to 12 people. The Trust also has purpose built shore based accommodation comprising a Cottage, two Chalet bungalows, and a Games Room. The chalets can accommodate up to 12 people, and the cottage up to two able bodied persons.

Both the boats are specially built and have lifts and other facilities. Normally parties hiring the cruiser provide their own skipper. Volunteer skippers for day trips can be provided if required. The accommodation is self catering, and both boats and all buildings have wheelchair access including disabled showers and toilet facilities. There is a large garden

with BBQ facility and car parking for small as well as large vehicles. Both the boats and the accommodation can be booked on a short break basis or for longer periods.

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Website: www.lyneal-trust.org.uk



The Riverside Centre

The Riverside Centre is the Isle of Wight's principal social firm, with a commitment to inclusion and diversity in all it does, from employment to training, arts & crafts to a gymnasium, day care to home support, and facilities management to outreach: Riverside is about delivering Quality from a Centre of Quality.

Established in 1981 (International Year of Disabled People), the Riverside Centre is a Charity and social enterprise that harnesses the talents of all its stakeholders, with volunteers delivering a range of services and activities that embrace the abilities of all individuals.

It is open 7 days a week, 52 weeks a year, and is an anchor within the Island community, very much part of the local landscape and a beacon to aspiring to achieve. Working with partner agencies such as the local authority, it also provides an island base for Carers UK, Footprint Trust, Advocacy Trust, DIAL and Blue Sky Arts: sharing similar values and embracing the spirit of voluntarism.

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The Salvation Army Haven Community Project

The Haven Community Project in Portsmouth was set up by the Salvation Army 14 years ago in response to the very obvious social deprivation immediately surrounding the Church building. Its work has rapidly expanded in response to emerging social need. The centre has consulted widely in developing new services for the community, and local residents have a high regard for what is provided.

Services provided by the centre include:

- A highly regarded 56 place Neighbourhood Nursery offering quality, affordable childcare, enabling local people to access jobs and training.
- A Good Neighbours scheme which looks after over 200 housebound elderly people throughout the City. Good Neighbours has approaching 100 volunteers offering vital support to some of the most vulnerable people in the City.
- A Furniture Project which provides free basic furnishings to 150 families a year who are being re-housed after living in temporary bed and breakfast accommodation. The scheme also provides training placements for low skilled long term unemployed people, in order to build their confidence and abilities to enable them to re-enter the job market.
- A Community Cafe manned solely by volunteers offering healthy, affordable fare to the local community.

In addition to these services the project provides state of the art, affordable conference facilities, is an integral part of the City's emergency response provision, and plays a key role in partnership working and initiatives across the City. Volunteers play an absolutely key role in every part of the work that the Haven undertakes, with approximately 150 volunteers actively involved across each of the centres projects.

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The Wolverhampton Coronary Aftercare Support Group (WCASG)

The Wolverhampton Coronary Aftercare Support Group (WCASG) provides support and representation to the Heart and Lung Centre patients and carers. This is achieved through its members' role as the patients' friends and through its fundraising activities. It is a registered charity (No. 701667), which was formed by ex-patients of the Coronary Care Unit of New Cross Hospital in 1985.

Currently the WCASG has nearly 500 enrolled members and a committee of 21 and has an excellent reputation both within the Hospital and in the Community as a whole. The good work of the Committee and its members in supporting

patients and their carers has been much appreciated by the many thousands of people that the group has supported since its inception.

In the years that it has been in existence over £1,500,000 has been provided by the Group from fundraising for cardiac care in one form or another. In April 2000, the Group presented a petition to parliament containing over 10,000 signatures, which was instrumental in supporting the provision of tertiary services in Wolverhampton for the patients and for their carers of the Black Country. The Group holds regular Patient and Carer Partnership meetings, which are open to anyone and has a quarterly newsletter.

Cardiac patients and their carers are represented by members of the Group within the Heart and Lung Centre and on committees both locally, regionally and nationally. In this way the patient's voice is heard on matters which concern them. The Group wishes to be involved in everything that affects heart patients and their carers, and therefore have adopted the motto "Nothing about us without us!"

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Thorplands United Football Club

Thorplands United is a community football club that is based on social inclusion. Its aim is to provide football for all in a safe and friendly environment and encourage the ethos of fair play and good sportsmanship at all times. It recognises and implements equal opportunities promoting the idea that football is for everyone regardless of ability, gender, religion or ethnicity.

Formed in 2002, the group ran just one adult team until 2005. It then expanded into youth football and expected to add one or two youth teams. By the time the season had started it had 11 teams playing in various leagues. This included

both male and female teams at youth and adult level. The group had registered over 200 players to participate in local football leagues.

In season 2008/09 Thorplands entered 14 teams into leagues, with approximately 300 registered players being involved. It has in the region of 50 volunteers who help to run the teams, act as committee members and ensure that the club is run according to their constitution and code of conduct.

As well as providing training sessions and competitive football matches, the club embarks on many other social activities. It has a Christmas disco for children where Santa always makes a guest appearance and donates a small gift to each child. The youth teams get a bowling bonding session where they get to know their team mates and show off their bowling skills. At the end of season they have their annual presentation evening where everyone gets rewarded for their hard work from the season passed. They also remember their volunteers who work tirelessly to make these things happen, especially giving the kids something to look forward to each weekend and giving them a purpose to be part of something.

Contact: Peter Brewin, Club Secretary

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Wenlock Olympian Society

Wenlock Olympian Society is devoted to preserving the ideals of Dr William Penny Brookes, the Victorian doctor now recognised as the founding father of the modern Olympic Games. The Society is based in Much Wenlock, Shropshire, the beautiful home town of Dr Brookes.

It was in 1850 that the first ever Olympian Games were held in Much Wenlock. The Games, brainchild of Dr Brookes, were originally designed "to promote the moral, physical and intellectual improvement of the inhabitants of the town and neighbourhood of Wenlock". Over subsequent years this concept inspired individuals and sporting organisations throughout Europe -

inspiration that made a significant contribution, in conjunction with Baron de Coubertin, to the re-birth of the modern Olympic Games in Athens in 1896.

The Wenlock Olympian Games are held in July each year, attracting athletes from all across the UK. Fourteen sports were included in the five day Games programme in 2008 with over a thousand entries. The 2008 Games were the 122nd. The Wenlock Olympian Live Arts festival is held in Wenlock annually in March with primary and secondary school children from throughout the region competing in classes for solo and ensemble musical instruments, singing, poetry, and prose.

The Society's Archive preserves the original Minute books of the Society and the "Roll of the Victors" from Victorian times together with an important and growing collection of documents and artefacts detailing the development of the Olympian ideal in a little country town in rural England.

Contact: Peter Thompson, Secretary

Tel: 01952 727907

Website: www.wenlock-olympian-society.org.uk



West Alness Residents Association

West Alness Residents Association (WARA) was founded in 1976 to provide a voice for tenants on the new estates in the west end of Alness in Easter Ross, with no social amenities for families in 1,000 households. In 1978 the group acquired the lease of two unused shop shells from The Highland Council at a rent of £1 a year, if asked. These units became the West End Community Centre until a funding package with The Big Lottery donating 50% was put in place to enable the extension and refurbishment project to go ahead in 2006.

The Committee is very happy to receive this award. Mrs Jennifer MacLeod, Chair described it as "the icing on the cake after all their hard work". The

Centre now provides or supports Mother and Toddler sessions, youth clubs for ages 4-8yrs, 9-12yrs, secondary school age and teenagers' weekend drop in sessions.

Services include a lunch club, with silver surfers and a prize bingo session, three holiday play schemes each year for up to 55 children daily from underprivileged backgrounds, Santa's Grotto, learning courses, partnership in an energy saving project and provision of its office space and an IT suite.

A large volunteer base provides most of these activities, with some sessional workers and two part time staff.

Contact: Mrs Jennifer MacLeod, Chair

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