



# The Queen's Award for Voluntary Service 2009

## WINNER CASE STUDIES

**95 volunteer groups from around the UK, Channel Islands and the Isle of Man were awarded the Queen's Award for Voluntary Service in 2009. Details of winning groups and their work can be found below.**

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### **Aberdare Childrens Contact Centre**

Aberdare Children's Contact Centre was opened in April 2004 as there was a growing number of families in need of this service. The centre began offering supported contact twice a month on a Saturday morning but has expanded and is now open six days a week.

The centre is a neutral meeting place where children of a separated family can enjoy contact with one or both parents, and sometimes other family members, in a comfortable and safe environment where there is no viable alternative. It provides a room where children and their contact parent can meet, talk, play with toys or read the books and magazines provided. All the services are run by volunteers with supervision and support provided by the committee members.

Aberdare Children's Contact Centre has 18 volunteers who attend the centre on a rota basis and for whom support and training is provided. The volunteers provide a friendly and sympathetic atmosphere.

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### **Angel Radio**

Angel Radio was the 2nd community radio station in the UK to be awarded a broadcast licence by Ofcom. The station, which is run by 80 volunteers, most aged over 60 with several in their mid-80s, provides nostalgic entertainment, information and stimulation for older people in the Borough of Havant and surrounding area.

Angel Radio was the brainchild of nostalgia enthusiast Tony Smith who launched the station in February 1999 on a special 6-day licence. Audience feedback and media interest proved it could be a valuable asset to the older community, and the station has developed a unique brand of reminiscence therapy permeating all aspects of the programming, which now runs 24 hours a day, 7 days a week.

Older people, who listen to Angel Radio, not only hear the latest information about health & wellbeing, things to do and places to go, they also hear all the old shellac 78 rpm records of their youth from the station's library of 120,000 vintage records. They hear other older people's reminiscences and are helped to recall their own happy memories. Angel's regular quiz shows keep listener's minds active while old time dances promote exercise.

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### **Badenoch & Strathspey Community Transport Company (BSCTC)**

Badenoch & Strathspey Community Transport Company (BSCTC) has been delivering community transport in Badenoch & Strathspey since July 1997. It aims to provide affordable accessible transport for people living in a rural area, where public transport is very scarce or in some cases residents find that they are physically unable to use the bus service on offer.

Community car drivers use their own vehicles to carry those unable to use conventional transport to pre-booked destinations, most frequently medical or social appointments, in exchange for a specified mileage charge. Volunteering with Community Transport is not

just about driving; although drivers are always in demand, there are many personnel needed including a telephonist, minibus driver, passenger escort, fundraiser, shopping assistant, publicity/marketing assistant at events & shows, administrator, IT specialist or roles such as Trustee or Minute Secretary

BSCTC prides itself on the professional way it manages and operates its services. This extends from ensuring they operate within the legislation governing their transport schemes to safeguarding the interests of passengers and volunteers with appropriate insurance cover, training etc.

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### **Bailiwick Guernsey Victim Support Scheme**

The Victim Support Scheme in the Bailiwick was set up in 1998 and currently has twelve dedicated volunteers.

The purpose of the Victim Support Scheme is to provide emotional support, practical help and information to all victims and witnesses of crime within the Bailiwick and to their families and friends.

The Witness Service provides guidance and support for all witnesses who find themselves having to give evidence as this can be extremely daunting. They work closely with the criminal justice agencies, local government departments and other non-statutory organisations but remain as an independent voluntary organisation with their service being totally confidential.

Witnesses are offered pre-trial visits to the Court when the court procedure will be explained. The service can also accompany witnesses into the courtroom whilst they give their evidence and provide ongoing support after the event which may include advising them of a verdict and explaining a sentence.

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### **Children's Forum – BAPS Swaminarayan Sanstha**

BAPS Children's Forum was established fifteen years ago and now has a team of one hundred and twenty five dedicated volunteers serving the organisation on a regular basis. The Forum started with just 200 children a few years ago and numbers have now increased significantly to over 500.

It provides a meeting place for the community in Brent through cultural, educational and social activities, ensuring that the younger generation retains their cultural identity and roots. The forum is run entirely by volunteers, who on average spend over three hundred hours every year for the Forum. The majority are young graduates or teenagers in their chosen field of expertise and bring with them newly learnt skills from their 'day' jobs.

The group has developed strong links with local organisations – such as Sure Start, Brent Council, GLA's Child Policy Unit. The Brent 'Respect' Festival organised by Brent Council at Roundwood Park saw BAPS Children's Forum working 'alongside the local community' and scoop the world record for the Largest Finger Painting.

BAPS Children's Forum also operates a free Sunday school teaching Gujarati language and moral education classes. The school has been thriving for the past fourteen years with four hundred children benefiting from these classes every week

### **Basketball Paisley**

Basketball Paisley is a large community-based organisation contributing in excess of 7,000 hours of community service per year, successfully operating at local, regional and national level.

Since its inception in 1995, Basketball Paisley has made a significant impact on thousands of young people throughout Paisley and beyond. Through the provision of a highly structured and family-orientated basketball programme, the club has grown and further developed. The group's membership exceeds 300 players and 27 teams and delivers a quality youth service to four communities in Renfrewshire and East Renfrewshire. It has excelled in maximising participation, developing potential and succeeding in performance, both on and off court.

Basketball Paisley also works in conjunction with Renfrewshire Council, Strathclyde Police and Renfrewshire Volunteer Centre in local school and innovative initiatives within the community, which strive to meet and support the needs of all young people by improving life chances, reducing crime, disorder and danger.

The group has been recognised at individual and club level for its outstanding achievements to the community and the sport. In its 10th Anniversary Year the club won 10 national and local league titles, a new Scottish record.

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### **Beautiful Battle**

Beautiful Battle's primary aim is to continuously improve the environmental quality of the town of Battle, East Sussex for the benefit of the residents, local businesses and visitors.

Beautiful Battle was formed in 2005 and became a fully constituted body in March 2006. Its committee consists of 12 Beautiful Battle members plus representatives from Battle Town Council, Rother District Council and the local Chamber of Commerce. It currently has over 160 members and raises funding for initiatives such as maintenance of year-round floral displays and landscaping schemes, as well as initiating and implementing new environmentally-friendly projects within the community.

The group promotes a "Pride in the Community" ethos within the town by setting an example for others to follow and actively encouraging residential neighbourhood groups and local schools in the town to enter the annual "South East in Bloom" competition.

Web: [www.beautifulbattle.org](http://www.beautifulbattle.org)

### **Bedfordshire and Northamptonshire Multiple Sclerosis Therapy Centre**

Bedfordshire and Northamptonshire Multiple Sclerosis Therapy Centre is a self-help organisation set up 26 years ago to provide therapy, information and support to people with multiple sclerosis. Apart from the Manager and professional therapists, the centre relies completely on volunteers, including many people with MS, making the centre a truly self-help organisation.

The centre aims to provide regular therapy to keep people with MS as fit, mobile and independent for as long as possible, making the best of their lives within the confines of their condition and ensures they get the care, aid and benefits they deserve. With over 900 people registered and approximately 350 attending each week plus an average of two new clients each week, the centre is kept extremely busy.

Professional therapists are specially trained and include an MS specialist nurse, physiotherapists, a hydrotherapist, speech therapist and a specially designed gym. Complementary therapy includes oxygen treatment, reflexology, pilates, yoga and shiatsu. All these services are provided free, requesting only donations, and a full-time carer is available for the more disabled.

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### **Bournemouth and East Dorset Hospital Radio (Radio Bedside)**

In 1971, a voluntary service called Radio Boscombe was founded at The Royal Victoria Hospital and broadcast one 30-minute request programme a week. From these humble beginnings, Radio Boscombe soon gave rise to Radio Poole and quickly combined both services so that, in 1973, Bournemouth and East Dorset Hospital Broadcasting Association (BEDHBA) was formed.

Radio Bedside was first mentioned in 1976 and now serves 5 local hospitals, 24 hours a day, 7 days a week. It is run by a team of dedicated volunteers and the station not only broadcasts its radio service but also operates two charity shops in the local area - these shops help to raise awareness as well as crucial funds.

Hospital Radio Bedside runs its own Summer Fayre and regularly organise outside broadcasts. The station also teaches new volunteers how to present and produce radio programmes, offering training in advanced audio editing techniques, and encouraging them to get involved in publicity and fundraising activities.

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### **Brechin Youth Project**

The Brechin Youth Project operates 'The Attic' youth drop in centre in Brechin serving the town and surrounding rural area and communities since August 2002. The centre is a drug and alcohol free facility for young people aged 12 and over and is open four nights a week from 1830 to 2215. On average 60 young people drop in per night to use the centre giving an annual drop in of over 12,000.

Throughout the autumn and winter a series of workshops covering social issues such as drugs and alcohol take place. The talks are hard hitting and delivered by reformed drug addicts or prisoners from the local open prison. A Health Worker also visits the centre every fortnight.

Entry to the premises is free ensuring no social barriers are created with full disabled access to all areas. The centre has Playstation dance mats, a PS3 and Wii consoles, pool tables, football tables, and pin ball machines. There is an internet café and SKY TV showing regular sports events and music channels. A café on site also serves cold food and drink at discounted prices with seating provided.

Over the year football matches and pool competitions are held against other local youth organisations. Young people are encouraged to volunteer and gain an MV Award for their efforts.

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### **Brighouse Old People's Welfare Committee**

Brighouse Old People's Welfare Committee was inaugurated in April 1950 to serve the elderly in the community. Known as Brighouse Rest Centre, the group caters for the elderly in the area and provides companionship, refreshments and warmth to enhance their quality of life.

There are approximately 60 volunteers, many in their 80s. The group is well respected in the area, opens 6 days a week and caters for between 400/500 people during that time.

Breakfast/brunch is served on Tuesdays and Thursdays and a few games of Bingo are played. On Wednesday a 3 course lunch is provided at a highly subsidised price. For Christmas the volunteers supply the ingredients (apart from the turkey) to provide a 5-course Christmas Dinner.

The group is a small, independent charity that tries to operate through self-funding which was possible up until last year. As the Centre needed some major refurbishment, the Chairman applied for grants and was successful with the Lottery and the Community Foundation for Calderdale.

All the volunteers who work at the Centre are happy and thoroughly enjoy meeting the customers to have a laugh, listen to their complaints and try to advise them. A great time is had by all.

Contact: Mrs Holly M Bottomley (Chairman)  
Tel: 01422 202 619

### **Bucks Association for the Care of Offenders (BACO)**

BACO is a registered Charity founded in 1971 which aims to help offenders break their cycle of criminal behaviour and re-integrate them back into society.

They provide grants to prisoners, ex-offenders and their families in Buckinghamshire by working in co-operation with the Prison and Probation services. They hold an annual seminar raising the group's profile and bringing criminal justice issues to a wider audience.

Three volunteers run a monthly support service in HMP Springhill and Grendon, meeting prisoners applying for grants. There is a BACO Orderly in HMP Springhill and in HMP Grendon and Aylesbury Young Offenders Institution there are BACO wing representatives. Prisoners in HMP Woodhill are helped through their resettlement department.

A small group of volunteers provide a vital service for prisoners from HMP Springhill without family or friends nearby, taking them out on two town visits. Prisoners must complete these before they are eligible for community work.

Their Hardship Fund, funded by The Triangle Trust 1949 Fund, is specifically for educational and employment needs. The charity's General Fund is for personal and compassionate needs. BACO believes these grants restore some self-worth to serving prisoners or ex-offenders, support them back into employment, help prevent re-offending and can hold an offender's family together at a moment of crisis.

In 2008 124 serving prisoners and 88 on probation were awarded a total of £10,681.18 in grants, an average of £50.38

Contact: Mrs Gill Vine DL  
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### **Carers Advise & Resource Establishment (CARES)**

The Carers Advice & Resource Establishment, Sandwell, better known locally as CARES, is a voluntary organisation and registered charity which works to help and support unpaid family carers throughout the borough of Sandwell in the West Midlands.

Established in 1986 as one of the first carers organisations in the UK, CARES is managed and run by local carers. The charity provides a range of services designed to improve the quality of life of carers and to help them continue to care.

CARES offers an information and advice service which includes a telephone helpline, outreach visits, emergency planning and advocacy. CARES also delivers a Carer Support Project aimed at helping carers who require social and emotional support to enable them to continue to care. The charity supports carers with adult learning and guidance activities aimed at carers hoping to return to learn or to re-enter the labour market and works with carers to give them a voice in service planning and design in both health & social care. CARES works closely with partners in primary care to improve to improve the level of carer support offered by GPs.

CARES is committed to improving the lives of carers in Sandwell and works tirelessly to this end.

Email: [cares.sandwell@btinternet.com](mailto:cares.sandwell@btinternet.com)

Web: [www.carers.org/sandwell](http://www.carers.org/sandwell)

### **Carleton Glen and St Giles View Tenants and Residents Association**

Carleton Glen and St Giles View Tenants and Residents Association have been active in the community for over five years working with all ages of the community to improve social wellbeing and trust between the generations. The committee of ten dedicated community members work in partnership with Groundwork Wakefield and Wakefield District Housing improving social housing and the environment.

They have been successful in obtaining equipment to hold outside regular sports days and social activities such as arts & crafts classes, which have been very popular. They are developing their artistic skills further and are currently rehearsing a play entitled "Carleton Glen – Past, Present and Future" will be performed in front of the local community.

Chairman Collin Willock understands the importance of community and explained "It is the association's policy to ensure the community gets an input in decisions which have a direct impact on them. We are over the moon to receive this recognition for the work we do which would not be possible without our community's support.

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### **Cheshire Show Volunteers Team**

In 1977, a handful of enthusiasts recognized a need and decided to launch the revival of The Cheshire County Show.

The show has a long history, being founded in 1838, but ceased to function in 1974 after financial difficulties. With virtually no money a radical rethink was necessary.

The group of volunteers were able to find a new show-ground and received help from the then Cheshire County Council who offered them the famous Tatton Park land.

Although funding was initially difficult, there was huge support from the local communities of Mid Cheshire and eventually spreading across most of the County. There was also a lot of valuable input from the volunteers.

Today many of the original volunteers are still there after 32 years and a few families now have a third generation volunteer. Some give their time to monthly planning meetings, 60 members form the quarterly governing council, with groups of 10 making up the 20 working sub-committees.

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### **Club 2000 Sports and Leisure**

Club 2000 Sport and Leisure, now in its 11th year, offers sport and leisure opportunities to people with learning disabilities. The club currently has 146 members and is constantly growing. Meeting at a local sport centre on Thursday nights, activities available include 5-a-side football, short mat bowls, pool, darts, swimming, craft sessions, music and drama classes as well as regular games of bingo and quizzes.

Club 2000 believes that its disabled members can do anything they want to do, unless they prove that they can't - and then we'll help them to do it anyway!

The club is run entirely by volunteers - no one gets paid in this outfit! There are currently 29 volunteers, most of whom regularly attend the Thursday night session, and who organise and run all of the activities.

During March to October, Club members have the chance to take part in sports days on both a local and regional basis, and are always accompanied by the Club's volunteers who make sure they get the most out of these days. Outings to places such as theme parks, zoos and other places of interest to the members also take place during these months. The volunteers organise discos for the members at Christmas, Valentine's Day, Easter, The Summer Barbecue and Halloween.

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### **Cramlington Voluntary Youth Project**

Cramlington Voluntary Youth Project Ltd provides a safe, friendly, well resourced and well established venue that meets the changing needs and desires of young people with different ages and abilities.

Its peer support programme, young and adult volunteers are a major part of the service and the future. Open daily from 9am to 9pm Monday to Friday with occasional weekend provision. Between 150-300 children and young people attend each week, many of whom have special needs.

Successful funding has given the group the opportunity to offer everyone connected a range of training that includes: Foundation studies/informal education, Level 3 Youth Work, Level 2 & 3 Play work, University related courses, Safeguarding Children with Disabilities, Health and Safety, CAF, Sport Leadership, Food Hygiene, First Aid, Duke of Edinburgh's Award, Expedition Leadership, Midas, Kayaking, Safeguarding Children and Music Engineering/Production.

Peer supporting has proved successful especially with our 3 special needs groups, showing a natural progression route for young peer supporters who are part of a long term strategy in a voluntary capacity. Thousands of voluntary hours are recorded each year and a large percentage is young people under the age of 18. From this, trainee/apprentice roles are well established in the project and proving to be useful in all 14 sessions that operate weekly.

A number trusts continue to support the group and it has worked very hard to sell its service so all the changes are sustainable. Social Service, Youth Offending Team and Cramlington Community High School refer young people to the group. Offering its facilities and service to various organisations and groups has proved fruitful. The programmes that it facilitates have excellent attendance and the results are outstanding. Duke of Edinburgh's Award, John Muir Award, and Youth Achievements have all been popular.

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### **Dalbeattie Museum**

Dalbeattie Museum was born out of Tommy Henderson's dream to preserve the rich heritage of Dalbeattie and surrounding district. It was formed by a dedicated small band of enthusiastic and dedicated volunteers in April 1990.

The heritage was preserved in pictorial form and unique artefacts appertaining to the early industries of the town. It was fortunate that a building in the centre of the town became available to the committee for a pepper corn rent due to its dilapidated state. Funding then began to bring this building up to-date. No sooner had the group established a base in the town, artefacts began to arrive giving them the incentive to carry on with the enormous task of creating a museum.

Funding was raised from coffee mornings and charity shops and Christmas fairs and raffles. Tommy Henderson's talks to all the rural clubs, Guilds and other clubs became legendary and very generous donations were given to him for his infectious enthusiasm.

Dalbeattie Museum remains dependent on 300 certificated members and 11 committee members, and has great support from the people of the town and local businesses. Thanks to local support the group now owns the building in which the museum resides.

Contact: Tommy Henderson  
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Tel: 01556 610437

### **Down Lisburn Carers Forum on Learning Disability**

Founded in 1990, the Down Lisburn Carers Forum is a group of over 300 parents and carers who provide dedicated, round the clock nursing care and personnel support to relatives with learning disabilities.



The group aims to provide a voice for people with a range of learning disabilities and their families and carers. It works to influence policy and decision makers in the pursuit of its vision of an inclusive society, and looks forward to a future where people with a learning disability are accepted as a vital and important component within a society that values and cherishes diversity.

The progress and successes that the forum has achieved has been through hard work, dedication and patient perseverance of its many members who give generously of their time in a voluntary capacity.

The group has established an effective partnership within its local Health Trust to address areas of concern for carers achieving tangible results in service provision and delivery including advocacy for carers and people with a learning disability.

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### **Elmbridge Community Link**

Formed in 1994, Elmbridge Community Link (ECL) is a small charity which addresses the needs of people with a learning difficulty in the local borough. The faithful and vibrant band of local volunteers and part-time staff encourage the members to lead more fulfilling and integrated lives within a trusted, happy and caring environment.

The charity has grown into a lively and thriving organisation which offers members five regular weekly projects and a monthly music workshop.

There are currently over a hundred and forty members with a learning difficulty who participate in various projects designed to increase their self-confidence and broaden their horizons - be it through team sports, culinary skills, creative arts & crafts or through social interaction and community involvement whilst visiting local places of historical interest. A lot of attention is given to each member to identify and cultivate their individual strengths and talents and give them every opportunity to express themselves. Some members are offered volunteering roles within specific projects.

Respite is also offered to family members and carers as some of the activities run outside normal day care centre hours.

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### **Family Friends**

Family Friends in Windsor and Maidenhead is an independent local charity that provides an early intervention and prevention service. It provides practical and emotional support to families with children up to the age of thirteen who are facing a range of difficult situations.

Family Friends offers Volunteer Support, with a number of experienced, skilled and supportive volunteers who can offer short term, practical and emotional assistance to parents and children. It also has qualified and experienced Family Support Workers who can offer individual and group support to parents. They can offer parents the opportunity to work through challenges that they may be experiencing, including difficulties with day to day routines, managing challenging behaviour and assistance to develop skills enabling them to relate better to their children. The Family Support Workers also offer individual sessions to children between the ages of 5 and 13 years who may be experiencing bereavement, difficulties making friends, difficulties at school or home and exploring feelings of isolation, anger and low self-esteem.

In 2008-2009, Family Friends supported approximately 305 families in the Royal Borough through the volunteer and family support services as well as special projects including celebrating parenting week with families and consultations with parents and with children to ensure the group is meeting their needs.

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### **Fire and Emergency Support Services**

The Fire and Emergency Support Service (FESS) provides practical help and emotional support to vulnerable people affected by a domestic fire, flood, or a similar incident in Surrey.

Made up of trained British Red Cross volunteers using a specially adapted vehicle, the FESS team helps with everything from finding alternative accommodation to providing warm blankets and hot drinks. They are available 24-hours a day, 365 days a year to support Surrey residents during and after what are often life-changing events.

Set up in May 2003, the number of FESS volunteers has grown from the initial nine to 22. In 2008, they assisted 471 people at a total of 158 callouts.

The service operates in partnership with Surrey Fire and Rescue Service on a 24/7 automatic call-out system. It relies on dedicated volunteers being able to respond at a moments notice and they arrive at the scene of the incident within 90 minutes. The service is free to those receiving it with all costs met by voluntary donations to the British Red Cross.

The team's unit - a Fiat Trigano Tribute - is kitted out with all the immediate necessities such as a clothing bank, toiletries, phone, documents and most importantly, a Red Cross volunteer who can offer vital support

Web: [www.redcross.org.uk/fess](http://www.redcross.org.uk/fess)

### **First Taste**

First Taste is a small local charity which runs educational activities for frail, older people in the Derbyshire Dales.

It was started in 1997 by six people committed to improving opportunities for learning in residential and day care settings. All had personal experience of older relatives in care. Their vision was to bring qualified arts tutors into residential homes to conduct interactive creative sessions.

After a successful pilot scheme, the volunteers organised themselves into a formally constituted body with charitable status. Over the past twelve years, with grant aid from a number of sources, First Taste has developed an extensive educational arts programme covering painting, craftwork, ceramics, music and movement, singing, poetry, reminiscence and intergenerational work with students from local schools.

The charity's most ambitious and exciting programme is TOPIC (Tutoring Older People in Care). The project recognises that there is a need for learning in the "fourth age." Furthermore, a key facet of the delivery is the personal development of the care staff. Involvement enhances the skills of the care staff and gives them the confidence and knowledge to innovate and deliver their own stimulating programmes long after TOPIC has finished.

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### **Friends of Victoria School**

Victoria is a large special school in south Birmingham where the children have a wide range of severe and complex disabilities. The Friends of Victoria was first established over 25 years ago to offer support to the school, the pupils and their families and carers.

The group of committed parents, staff and friends are responsible for organising and harnessing the kindness and support of a range of people within the community to offer their skills, time and resources to benefit the children, young people and their families.

The range of help and support offered by Friends of Victoria is impressive and diverse. Some come into the school on a regular basis to help and support classes and pupils while others come into school to garden, make resources and help decorate and refurbish rooms. There are also volunteers who regularly support events such as Christmas and summer fairs. One adventurous group of "Friends" have completed sponsored extreme events including running across the Sahara Dessert, completing the Everest Base Camps Marathon and climbing the Eiger and the Matterhorn.

In the past ten years, fund-raising organised through the Friends of Victoria has raised over a quarter of a million pounds. This has benefited children and young people by providing specialist support for their disability, developing facilities and buildings within the school and enabling them to access a range of fantastic experiences from trips to local amenities to visits abroad such as the Special Olympics in Athens and Disneyland Paris.

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### **Growing Space**

Growing Space is a registered mental health charity founded in 1992, providing real work skills and a support network to help adults with mental ill health to reach goals and improve their quality of life.

Based in Newport, South Wales within the grounds of Tredegar House and Park and at their workshops at Coomassie Street, Pillgwenlly, training is provided in horticulture, woodwork, ITC, craft and a work-based learning programme leading to accreditation. Growing Space has also become one of Newport's new network of RISE learning centres, providing training to those traditionally difficult to engage in mainstream training.



Many members have left fully recovered with accredited qualifications which in many instances will be the first qualification they will have obtained. They have gone on to individual successes, including further education, obtaining a new job or finding a job for the first time. In addition, former families' poor relationships have been repaired and new friendships formed.

Growing Space also provides a mobile garden clearance service throughout Newport for elderly and disabled council tenants, and cleared a total of 212 gardens last year.

Growing Space tackles the problems of social exclusion often experienced by people with mental health problems and encourages them to see themselves in a positive and constructive light and to maximise their unlimited potential. The group concentrates upon each individual's ability and not inability and has seen many examples of how self-esteem and self-worth is built among people who have been involved with the project.

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### **Gwendoline Community House Volunteers**

The Gwendoline Community House project was established in 2004 by the Council and Community Safety partnership to tackle issues and improve the quality of life for residents of the Wykin estate in Hinkley.

The Wykin estate is a typical urban council estate built between the two world wars. It was identified as a priority neighbourhood by the borough's Community Safety Partnership due to higher than average levels of crime, disorder and drug misuse. The estate also suffered from other social deprivation issues including low educational achievement, poor health, high unemployment and low esteem compared to other areas of the borough. In essence, the estate had a bad reputation.

The project was set up in a renovated council house right in the heart of the estate. A major contribution to the success of the project has been the invaluable input of residents who have come forward as volunteers for the good of people living on the estate. The voluntary work includes helping to run the project, gardening, setting up new activities such as a residents' coffee morning, parents and toddlers group, community allotment as well as helping out with school holiday activities, community environmental improvements, resident's consultation, delivering newsletters and much more.

With the help of the project's volunteers, crime and disorder on the estate is no longer a major issue and it has now built up a positive and respectful image.

Contact: Donna Bennett  
Tel: 01455 610115

### **Headstart at Christie's**

Headstart at Christie's is a service run by trained volunteers at The Christie Hospital NHS Foundation Trust. The aim of Headstart is to help women feel comfortable about their appearance despite hair loss. All women who lose their hair are entitled to a wig from the NHS but many women find wigs hot or uncomfortable. Headstart gives them an attractive choice for those occasions on which they do not wish to wear their wig.

Trained volunteers teach women how to tie scarves so that they appear to be worn as a fashion accessory rather than a means to cover hair loss. They can also create headwear for weddings and other formal occasions. Scarves, snoods and artificial fringes are on sale at very reasonable prices.

Out patients can make an appointment to see Headstart volunteers in the privacy of the Headstart room at the hospital and the service visits the wards three mornings each week. They have a demonstration DVD for sale which includes a scarf.

Contact: The Voluntary Services Office  
Tel: 0161 446 3056  
Web: [www.christie.nhs.uk](http://www.christie.nhs.uk)

### **Heartstart Medics (Norwich)**

Heartstart Medics Norwich, which is affiliated to the British Heart Foundation (BHF), was formed in 2004 after research into 'Out of Hospital Cardiac Arrest.' East of England ambulance personnel Peter Simpson and Jeanne Reynolds discovered that the survival rate was approx 2% in Norfolk, England compared with approx 43% in Seattle, USA.

As chances of surviving a cardiac arrest quadruple if bystanders immediately perform Cardio Pulmonary Resuscitation (CPR), the training of school children is therefore considered the most effective way of disseminating CPR skills into the community.

The group runs the Heartstart UK Schools Programme on their days off. Its aim is to save lives by teaching basic Emergency Life Support Skills (ELS) to teachers who in turn teach children from 4-18 years as part of school lessons.

The programme is supported by the BHF and is completely free to all schools, from the cost of training teachers on a one day training course to all the equipment such as manikins and DVDs. The programme comes under the PSHE and Healthy School elements of the curriculum. The group now has over 116 schools in Norfolk teaching these very important skills to children.

The group also actively promotes the importance and the use of Automated External Defibrillators (AEDs) in the community. The group is campaigning for the government to include ELS as part of the school curriculum and for AEDs to be designated by legislation as part of all schools recognised equipment.

Contact: Jeanne Reynolds  
Tel: 07796 013299  
Email: [jeanne.reynolds@btinternet.com](mailto:jeanne.reynolds@btinternet.com)

### **Hospital Radio Norwich**

Hospital Radio Norwich is a small registered charity reliant entirely on volunteers. It keeps afloat through fundraising and donations. The dedicated service provides comfort to patients in the Norfolk & Norwich University Hospital and aims to not only provide an information and entertainment service but also to visit patients at their bedside.

The management team of nine offers a wide range of expertise including a football commentator, skilled electronics engineer, sound engineer, administrator and business managers. Over 30 volunteers carry out the necessary day to day tasks with live broadcasting taking place each evening.

The hospital and its staff welcome the service as it helps to brighten the days while in hospital. They encourage patients to participate in the Patients' Request Show broadcast which helps give some of that all important feel-good factor back.

Bed-side visiting by Hospital Radio Norwich also provides those with no visitors the chance to talk to somebody, helping to allay any worries and uncertainties during a patient's stay.

The organisation was also delighted to have won the Investor in People award in August 2007.

The group is always looking for volunteers so if after reading this you feel you would like to offer your time, please get in touch.

Email: [Email: studio@hospitalradionorwich.co.uk](mailto:studio@hospitalradionorwich.co.uk)

### **Inverclyde Athletic Club**

Inverclyde Athletic Club was formed after Inverclyde Council brought together representatives from the local athletics community in 1996 to try and lift the profile of track and field athletics in the Inverclyde area.

Since then, the club has grown significantly collecting a number of both district and national titles. Its best season to date came in the winter of 2006/07 when all six district events were won by Inverclyde Athletic Club. After leading the Club to a memorable winter season, club captain Mark Pollard went on to take the first of his two National Cross Country titles in February 2007.

Inverclyde Athletic Club also regularly contributes to the community in a number of ways. The Inverclyde area has a poor record of health and deprivation so providing regular accessible training sessions is one way of getting the local community active. The programme specifically designed for juniors has plenty of variety to stimulate and maintain interest, with effort and participation awarded as much as performance.

On a weekly basis, approximately 100 youngsters attend at least one training session organised by the Club. For its efforts, Inverclyde Athletic Club also won the Club of the Year from Scottish Athletics in 2007. It was also awarded the Best Supporting Club at the World Cross Country Championships in Edinburgh in March 2008. The club was given a Civic Reception by Inverclyde Council in May 2008.

Contact: Robert Shaw, Club Secretary  
Tel: 01475 717676

### **Isabel Hospice**

Volunteering is at the core of the work of the Hospice founded in 1982 by Isabel Last, herself a volunteer unfortunately suffering from cancer.

Over the past 27 years, the number of volunteers at Isabel Hospice has grown steadily with over 700 now dedicating their time and commitment to the care of patients suffering from life-limiting illnesses. Within our main in-patient unit, volunteers get involved with admin tasks such as helping on reception to very personal issues such as caring for patients as well as their families.

In day centres, volunteers drive patients from all over the region to receive care and support from the team of staff and volunteer helpers, including volunteer therapists. Others help to maintain the gardens and generally help ensure the environment is as pleasant as it can be.

In addition, volunteers visit patients at home and offer one-to one and/or group support to the recently bereaved. They also help at Carers' Days organised by our Family Support team and work in the Hospices' shops helping to raise much-needed funds. Our fundraising department relies heavily on the input of volunteers to help arrange events, processing donations, assisting local fundraising groups and more.

Volunteers and paid staff alike, the Hospice works hard to recognise that the patient is a person first and foremost, and is more important than the illness from which they are suffering. Our volunteers, through their commitment and compassion, help us to give the patients the dignity and respect to which everyone is entitled at the end of life.

Winning the Queen's Award for Voluntary Service is a marvellous tribute to the Hospices army of volunteers without whom it could not operate.

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Email: [mike.freeman@isabelhospice.org.uk](mailto:mike.freeman@isabelhospice.org.uk)

### **Isle of Man Anti-Cancer Association**

The Isle of Man Anti Cancer Association (IOMACA) is a registered charity established in 1959. The Association is supported by eight district branches and is also a member of the Isle of Man Council of Cancer Charities.

All the designated officials of the Association work on a voluntary basis and have helped to raise almost £20 million since the IOMACA was established. The results of activity and fundraising goes to various cancer UK research bodies as well as hospitals helping cancer patients and/or conducting their own cancer research programmes. It also assists with a number of local initiatives such as preventative/awareness campaigns in conjunction with the Isle of Man Department of Health and Social Services (DHSS).

Whilst there are limitations to the level of research that can be undertaken in the Isle of Man, the Association believes that much can be done in the field of prevention by early screening and more education. In 2006, a grant of £50,000 was given by IOMACA to the DHSS to enable it to launch the long awaited Breast Screening and Recall Service. This service is now operational and thanks to the grant, has covered the majority of the first year's costs.

In recent years, the group has worked closely with Government to help promote healthy eating and fitness campaigns in local schools. The Association contributes financially towards the island's cervical smear programme through the Staywell Clinic with the aim to offer more regular testing.

The Association is as determined as ever and intends to remain at the forefront of the ongoing battle against this life threatening disease.

Contact: Carole M Cowin  
Telephone: 01624 628686  
Email: [mscentre2@community.co.uk](mailto:mscentre2@community.co.uk)

### **Keith Cancer Link**

Keith Cancer Link is a registered charity run on a voluntary basis. Its aims and objectives are to help the people of Keith and the district who are affected by cancer and cancer related illnesses by providing families, carers and relatives with the help, support, assistance, information and education they need.

The group provides a taxi service to clinics and hospitals for those affected by cancer and needing to attend consultations and/or treatments - an escort is provided if required. Complimentary services can be made available to patients, relatives and carers on request. Members of the group also offer hospital and home visits after an assessment of therapy has been carried out.

The group also provides an up to date library for information as well as a 24/7 telephone system enabling us to listen, respond and where appropriate, assistance people with recovery.

Networking with other groups in the area and contact with every Support Group in the country is a prerequisite for our policies. There are people who prefer not to join a group, therefore a one to one visit can be arranged. Everyone is welcome to come along to meetings held at the Keith Resource Centre on every third Thursday of the month to enjoy a cup of tea and good company.

Contact: Adeline Reid, Chairman/Secretary  
Tel: 01542 88516

### **Kidz R Us**

Kidz R Us is a registered charity providing performing arts opportunities for young people aged 7 to 20 years old in West Cornwall. Founded in 1994, the group is now based in its own 320 seat theatre in St Ives, Cornwall. Kidz R Us has a reputation for producing work of the highest standards and as well as performing in their own theatre have performed in the London Palladium, the Royal Albert Hall, the Criterion Theatre as well as at the world renowned Minack Theatre in Cornwall.

Kidz R Us produces at least three shows a year, plus concert evenings. These involve over 100 young people - a mix of boys and girls - in singing, dance and drama. Increasing numbers of graduates from Kidz R Us are now entering professional training for music and drama.

Young people come to Kidz R Us from all over West Cornwall, from Truro to St Just. Cornwall is one of the poorest areas in Great Britain and eight out of the ten poorest wards in Cornwall are in West Cornwall. The young people who attend Kidz R Us are broadly representative of the socio-economic make-up of the area.

Kidz R Us is run mainly by over 100 volunteers under the artistic leadership of Phil Barnett and with the support of a paid General Manager and Volunteer Co-ordinator.

"This award is a tribute to the immense work put into Kidz by all of our volunteers who give so generously of their time. The reward for all this effort is to see young people grow in confidence and maturity, and go on to succeed in many walks of life." Phil Barnett, Kidz R Us

Contact: Linda Noall  
Tel: 01736 797 007 or 07896 524148  
Email: [linda@kidzrus.net](mailto:linda@kidzrus.net)

### **Lochside Theatre**

Lochside Theatre is a professionally equipped theatre situated in Castle Douglas, Dumfries and Galloway, South West Scotland, managed and staffed entirely by part-time volunteers.

The theatre is the result of three local amateur drama and musical groups desire for a venue of their own that would serve the community.

In 1984 a joint committee was formed led by Donald Fullarton and this became 'The Galloway Arts Project'. Land was purchased for the site of the planned theatre and many years of fund raising and grant applications followed.

Sufficient money was raised and the shell of the new theatre building took shape. In 1992 as work progressed the group learned that St Andrew's Church was to close and would be for sale. The decision was made to buy the church and sell the partly constructed theatre shell and land.

Finally in 1996, Lochside Theatre opened in the former St Andrew's Church. The two hundred seat auditorium is professionally equipped and provides facilities suitable for performance, conference, lecture or large meetings. It is the group's policy to provide a varied programme which suits the needs of the community.

Contact: Allan Scott, Chairman  
Tel: 01556 504506  
Email: [allan@lochsidetheatre.co.uk](mailto:allan@lochsidetheatre.co.uk)  
Website: [www.lochsidetheatre.co.uk](http://www.lochsidetheatre.co.uk)

### **Longridge Road Tenants' and Residents' Association**

Longridge Road Tenants' and Residents' Association formed a new committee at Millennium House in 2006, and decided to help all the residents on the estate, especially the younger generation.

The committee consists of five members who give their spare time to look after different groups. They provide a Saturday club for small children, weekly history club, metal detecting and Wednesday clubs for teenagers as well as bingo sessions for adults. The group also arranges trips for all the 'kids' on the estate as well as organising an annual Carnival Day for everybody from the estate to enjoy.

Any residents who need jobs carried out, whether it is help with their garden or fencing, the group lends a hand to get it done. In the school holidays the community house is open most days where the children can come and chat; buy soft drinks, crisps and ice cream, (all for a nominal charge).

All of these activities and trips are achieved by fund raising. This ranges from applying to the Big Lottery Fund to organising car boot sales and selling raffle tickets.

Millennium House is a very busy place achieved by the endless work of the Association's committee.

Contact: Miss Nicola Jackson  
Tel: 07745 979 210  
Email: [lra@fsmail.net](mailto:lra@fsmail.net)

### **Love in Action (MK) Limited**

The concept behind Love in Action is biblical, encouraging not just to love in word or thought, but to demonstrate it in practical ways. The group was established out of the Seventh-day Adventist church in Milton Keynes and started initially by delivering emergency food parcels to members of the community. This need was established by church members who are employed as Social Workers and would come across such families on a daily basis.

The scope of the work expanded when they decided to offer assistance to the homeless and other vulnerable people on a Thursday night. On average 30/40 people are catered for each week by providing them with a warm meal, clothing, and a bag of groceries for them to take away. Another key element of the service is to provide a listening ear. It takes at least six months for those the group works with to develop trust to the point that they will open up and ask for help in various ways.

The group's desire is not to keep them in the present situation but to provide help and advice to help re-establish themselves. This includes partnering with Narcotics Anonymous, which runs a session immediately after Love in Actions.

Contact: Mr Mike Johnson  
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Email: [mike.johnson@talktalk.net](mailto:mike.johnson@talktalk.net)

### **Magic Moments for Autistic Kids**

Magic Moments was set up in 2002 to help Autistic kids in North Lincolnshire, and is wholly run by volunteers. From the outset, six volunteers worked tirelessly to get the charity registered and raise funds to allow children affected by Autism to have as normal a life as possible. They now have over 200 volunteers attending all fundraising activities, giving up to 50 hours per week in some cases. Magic Moments attends all local shows and fetes with fundraising stalls, they have special balls and sponsored events. These include fire walking and It's a Knockout which engages many local children of all ages and abilities from the community of all of Northern Lincolnshire.

Magic Moments takes all families affected by Autism on educational and fun trips, as well as trips of a lifetime to enable them to access the things that ordinary children take for granted. Most of the volunteers are parents, grandparents and families affected by Autism. The group provides weekly activities such as swimming as well as daily activities throughout school holidays, where volunteers give freely of their time to provide guitar lessons, sport, craft, and animation lessons. Allowing the children to experience life skills and learn team work is also an important ongoing factor for the group.

Going forward, Magic Moments is set to open a tea room to empower the young people to be more independent and learn work ethic, and propel them into the workplace. Magic Moments could not exist without the help of volunteers, who they acknowledge as very special people.

Contact: Mrs Patricia Ebbs  
Email: [Mm4ak@talktalk.net](mailto:Mm4ak@talktalk.net)

### **Mood Swings Network**

Mood Swings Network provides free and confidential information, advice and support for people with mood disorders, including bipolar, manic depression and depression with the help of family, friends and health & social care professionals.

Relying on donations and fundraising, the charity operates without a definitive list of services, a unique approach in the field. Working with all the relevant agencies, Mood Swings endeavours to tailor care and support to the specific needs of each and every person, whether that is advice, information, a listening ear or more practical support. It provides the tools for people to take their own steps on the road to recovery and remain there for until they can learn to live with, or without, the symptoms of a mood disorder.

In the 10 years since the charity's foundation, its volunteers, who have some personal experience of mood disorders, have provided ongoing support for thousands of people from all around the UK. The army of volunteers support people via a help-line, as well as group and/or one to one sessions. The mental health help-line provides support to people all over the country and occasionally abroad.

More recently, Mood Swings offers training courses to people in life skills which have had a hugely positive effect on improving self esteem and confidence for attendees

Mood Swings is delighted and honoured to be awarded The Queen's Award for Voluntary Service.

Tel: 0161 953 4105  
Email: [admin@moodswings.org.uk](mailto:admin@moodswings.org.uk)

### **Mothertongue Counselling**

Mothertongue has been offering a free, culturally sensitive counselling service for people from black and minority ethnic communities, who find it difficult to access statutory services since September 2000.

The counselling is delivered by professionally qualified counsellors and a team of trained volunteers providing practical support to the groups counselling clients. The service is accredited by the British Association for Counselling and Psychotherapy. Both the counselling and the volunteer teams are representative of the communities, which they serve.

Mothertongue has an active team of 20 volunteers - able to communicate in 10 to 15 different languages - and trains approximately 20 more each year. Many of the resulting skilled volunteers go on to access paid employment as a result of the experience gained with the group.

The local Citizens' Advice Bureau runs a weekly satellite from the group's offices with Mothertongue volunteers providing language support. Other volunteers accompany clients to medical and social care appointments. For many clients, it is the first time that they have fully understood what a professional has been saying to them, and vice versa.

"We are all thrilled with winning this award. It is a wonderful recognition of the work we do for our clients. Many have told us that they 'feel understood from the heart at Mothertongue'. Thanks to our services, they have an opportunity to contribute and therefore develop a greater sense of belonging and of being valued by the wider community" - Beverley Costa (Group Leader).

Contact: The Voluntary Services Office  
Tel: 0161 446 3056  
Web: [www.christie.nhs.uk](http://www.christie.nhs.uk)

## **Morph**

Morph's aim is to be a transforming agent that positively impacts the local community.

Volunteers support their local community by working collaboratively to provide a safe place for young people. There are various youth projects offering advice, prayer and detached youth work. With a set of core values, clear aims and objectives Morph seeks to become the umbrella name for a number of not-for-profit business. The group is currently working on a major flagship youth project that will work as a social enterprise and serve the community at large. Monies raised are sown back into the local community, empowering young leaders and renewing the most deprived housing estates in the area.

Morph volunteers have a remit to focus on relationships rather than projects and all activities arise out of needs assessed through strong relationships. They have pioneered work with families who have relatives in prison, people who self-harm or are contemplating suicide and in tackling anti-social behaviour. Each year a team of volunteers go into the most deprived housing estates to serve local communities by addressing their specific needs.

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Website: [www.letsmorph.org](http://www.letsmorph.org)

## **Multiple Sclerosis Centre Mid-Argyll**

The Multiple Sclerosis Centre, Mid-Argyll is based in a small rural town called Lochgilphead, in Mid Argyll, on the West Coast of Scotland. One in 300 people have MS in the area, much higher than the national average of 1 in 700 - Scotland has the highest rate of the condition in the world.

There is no known cause or cure for MS, however, the MS Centre aims to improve the quality of life of its members affected by MS and other debilitating conditions by offering them accessible specialist, therapeutic services.

Formerly known as Mid Argyll Friends of ARMS (Action Research for Multiple Sclerosis), the Centre was established in 1992 by people with MS and their families and friends. This core group, with the support of the local community, raised funds by staging community events and, after much hard work, opened the therapy centre in 1996.

The Centre has developed into a valued community resource with one full-time, two part-time and over 40 volunteers offering support, relevant up to date information, therapies including physiotherapy and hyperbaric oxygen therapy, yoga and dance movement therapy. Other services include a monthly MS Clinic, Direct Payments support, supportive confidential listening and friendship to MS and other debilitating condition sufferers. The group's volunteers offer the community a positive and active centre where existing members feel at home and new members are made to feel welcome.

"Winning The Queen's Award for Voluntary Services is a major achievement, as it is a highly regarded, prestigious award and means so much to everyone involved in our work. We are delighted to receive national recognition for the complete dedication, commitment and passionate support given by our three staff members and 44 volunteers."

Contact: Karen McCurry  
Tel: 01546 606 303  
Email: [msargyll@btconnect.com](mailto:msargyll@btconnect.com)



## **NCI 'Coastwatch Mundesley'**

By 1994 nearly all the coastal Lookout Rooms had been shut down. Groups of volunteers trying to re-open some of the coastal Watch Houses in Norfolk and elsewhere believe that there is no substitute for a visual lookout.

Owned today by the North Norfolk District Council and leased by Mundesley Parish Church, the 80 year is the home of Coastwatch Mundesley since 1995. The group was invited to re-open and use the Lookout Room on the first floor, for the purpose for which it was originally built many years ago.

Coastwatch Mundesley provides a watchful pair of eyes, where there would otherwise be none. For ten hours every day of the year (between 8am and 6pm), 50 volunteers take it in turns (approx 2hrs at a time) to keep a visual lookout over 180 square miles of the inshore waters of the North Sea, along the beach, shoreline, cliff-top and promenade. If required to, the volunteers liaise directly with emergency services when a person, animal or craft is seen in difficulty or distress.

The men and women giving their free time come from all walks of life including the armed services, doctors, professional footballers, policemen, pilots, firemen, teachers, lawyers and engineers. They turn out in all weathers to keep a safety visual watch for the local community and for those offshore.

Coastwatch Mundesley has been around for almost 15 years so is still serving its apprenticeship on the coast; however, it will continue to offer a safety visual lookout.

The group appreciates the work, the energy and enthusiasm of all of its volunteer watchkeepers, for they are quite an exceptional group.

Contact: Richard May (Master Mariner)  
Tel: 01263 722399

## **North West Region of Jewish Women**

In 2009 the League of Jewish Women, North-West Region celebrated its 65th anniversary. It was founded as a voluntary organisation as a branch of the National League of Jewish Women, (as well as the I.C.J.W - International Council of Jewish Women) dedicated to voluntary service within the greater Manchester area in both the Jewish and wider community. Its guiding principle has been to stimulate in each Jewish woman her personal sense of civic duty and to encourage her to express it by increased service to all communities.

The North-West Region, with over 500 members, is divided into smaller groups according to geographical area, each providing volunteers who undertake regular rotas. It has been estimated that each month the North-West Region League rotas add up to over 2,000 hours of dedicated voluntary service.

The League supplies volunteers to many organisations, both Jewish and non-Jewish. These include local hospitals, hospices, care-homes, schools, prisons, libraries, luncheon-clubs and charity shops, as well as being part of The Jewish Emergency Team. The League also has, under its North-West umbrella, a bereavement and loss counselling service run by trained volunteers.

A chairman of a local hospital in which the League does voluntary work said: "Your women perform wonders. Individually these are little things, but cumulatively they are massive and make a huge difference to people's lives."

Contact: Gwyneth Abrahams  
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## **Northern Heights**

Northern Heights is a campsite with an environmental dimension owned by Girlguiding Middlesex East. The Northern Heights Volunteers work in maintaining the campsite which has three residential buildings, 12.5 acres of meadowland, ancient woodland and a large pond. The group also devises and offers adventure-filled environmental activities for all site users.

The volunteers consist of people from all walks of life, not all of them are connected with Guiding, but all of them dedicated to maintaining this oasis of countryside on the outskirts of London. A monthly weekend Task Force Day brings the group together regularly where they work on such diverse projects as re-roofing shelters, re-building work benches, looking after the grounds and hedgerows, painting, organising the re-cycling of all refuse and preparing the site for large scale events. Other volunteers work on similar projects mid-week. Off-site volunteers design brochures, keep accounts and organise site events, e.g. 'theme evenings' on moths, hedgehogs, birds, minerals etc.

The continued high standard of the site enables many community groups to enjoy educational and recreational time in a 'green' environment. Uniformed organisations, special schools, groups of all ages and abilities and many other youth & community organisations from different cultures and religious beliefs are able to benefit from the volunteers' work.

In 2007 The International Green Organisation made the site it's Green Apple Environment Awards National Champion for Youth Organisations for best environmental practice.

Contact: Angela Weston  
Tel: 020 8458 5549  
Website: [www.northernheights.org.uk](http://www.northernheights.org.uk)

### **Northumberland Scouts Uganda Link**

In 1998, leaders from Northumberland Scouts established a project to support Scouting in Uganda. At that time, Scouting in Uganda had re-established itself and had a higher profile than in the UK.

Ugandan groups worked on oral re-hydration schemes, farm and fishing projects, Aids teaching, teaching in schools and many other areas. However, training facilities were essential so Northumberland Venture Scouts raised the £110,000 and the manpower needed before travelling to Kaazi in 1991 to help. From there, a "twinning" arrangement was born.

In the years following Northumberland Scouts raised money for Ugandan Scouts to provide livestock, education packs for schools to develop "gardening" training and in 2000, a group travelled to Mityana where, working with Red Cross and the police, it built an adventure playground at a school.

In 2008, a group of over 40 Explorer Scouts, Scout Network members together with leaders refurbished the training headquarters at Kaazi. Furthermore, chicken coops to house over 1,000 chickens were built for a deaf school at Kavule allowing them to generate income and support more children.

The groups are encouraged to trade skills or products as a way of getting around financial need. This may come in the form of shipping, equipment or building material. Quality of materials in Uganda is often poor therefore they try to source materials often at extra costs, and thus requiring more fundraising, from outside Uganda.

They have always worked with those "on the ground" in Uganda to identify what is required and from the outset have always delivered what is promised. Time has been taken to build relationships with local community leaders and with the Ugandan Scout association.

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Website: [www.northumberlandscouts.org.uk](http://www.northumberlandscouts.org.uk)

### **Open Doors Lunch Club**

Open Doors Lunch Club was set up 15 years ago at St John's Church, Great Marsden, Nelson.

In order to start the luncheons, it needed to raise funds through coffee mornings to buy the necessary equipment. Over the years, the venue has been changed three times due to the demolition of the Church and old school. Since 2000 the group moved into the new Church and has worked from there ever since.

Each week Open Doors Lunch Club caters for approximately 60 people, though this figure rises to 90 when it serves Christmas Lunch. Menus range from potato pie, casseroles and roasts, followed by (in the main) home made puddings.

If any of the regular customers are unable to come through illness, the group delivers a lunch to them. This also applies to members of the volunteer team. Open Doors Lunch Club has become well-known for the friendly ambience in the dining room, where people know that there is always someone there with whom they can share their problems. The elderly customers look forward to these Thursdays, knowing that they will be meeting with friends and be able to relax in a warm, comfortable atmosphere.

Contact: Mrs Peggy Miller  
Tel: 01282 616800  
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### **Park View 4U**

Lytham, Lancashire, has traditionally been a retirement town with a lack of provision for families and young people. The Lytham community group Park View 4 U was formed in 2003 with the aim of transforming Park View Playing Fields; a waterlogged field with outdated play equipment. Its initial aim was to provide a few swings and slides for the children of the town. However, in just six years the project has developed into a first class facility which is now having a positive impact on the whole community.

Park View 4 U successfully fundraised nearly £1 million and delivered the refurbishment of the park creating amenities for all ages by providing the first '3G' park in the country; with facilities designed for three generations of users, helping people of all ages and abilities to lead more active lives as well as promoting intergenerational relationships.

The group has been particularly successful at finding imaginative ways of engaging with the wider community and keeping the project in the public eye. The park has also been credited with reducing anti-social behaviour and youth nuisance in the town as young people are now actively engaged in positive activities.

Park View 4 U, made up entirely of volunteers is now looking to extend the project to include all year round indoor facilities on the park.

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Website: [www.parkview4u.org.uk](http://www.parkview4u.org.uk)

### **Pevensey & Westham Junior Football Club**

Founded in 1998, Pevensey & Westham Junior Football Club has grown from a small village club with one team, to a much larger club now coaching over 200 boys and girls every week, from U6s to U16s. The Club has always ensured coaching is delivered in a positive and fun environment and this has been possible thanks to many dedicated managers, coaches, administrators and other volunteers who give up much of their free time.

The Club attained The FA's Charter Standard Development Club status in 2006, establishing itself as a highly organised club with all the safeguards in place for the welfare of the children in its care. Following on from this achievement, the Club was announced The Sussex FA's Development Club of the Year 2008; no small feat in view of the hundreds of clubs that exist throughout East and West Sussex.

Contact: Sharon Saunders, Club Secretary  
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Email: [Sharronannes08@sky.com](mailto:Sharronannes08@sky.com)  
Website: [www.pevensey-westham-jfc.co.uk](http://www.pevensey-westham-jfc.co.uk)

### **Prudhoe Community Allotment**

The Prudhoe Community Allotment project was set up in 2001 when there was seen to be a great need for specific facilities to support the therapy of allotment gardening for the older and less able-bodied and disadvantaged in the community. A small volunteer group evolved which designed and built an allotment plot containing raised beds, toilet, sheds, greenhouses and disabled pathways. This volunteer group has expanded and has now raised over £60,000 to develop the whole site to be suitable for the disabled.

Currently there are over 30 members who support each other using horticulture as a social therapy whilst acquiring new skills and achievements. They hold regular training sessions on the site inviting members of the local community to participate. They sell their own plants and organic vegetables in the local community to help their funds.

The project is completely voluntary and all expenses are met by charitable grant applications and their ethos of sustainability.

Having successfully given their disabled members the confidence to learn new gardening skills they have now moved into the area of special needs and mental health and are extremely pleased to find they can support more people by encouragement and training using horticulture and social interaction.

Project Coordinator Joan Russell remarked "Seeing the increased confidence of our members is our reason for the continuation of this valuable asset in the community."

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### **RNID Hearing Aid Volunteer Project**

The RNID Hearing Aid Volunteer Project was set up in early 2003 in response to requests from professionals and also hearing aid users themselves. Through its outreach work, RNID became aware that many people with hearing loss needed help and support when they first got a hearing aid. It is estimated that 1 in 7 people experience some degree of hearing loss which equates to over 219, 000 people in Northern Ireland.

Thanks to the time and effort given by 70 volunteers since its launch in 2003, The Big Lottery funded outreach volunteer project has provided essential practical support and friendship to over 700 hearing aid users in their local communities. As well as showing people how to clean and maintain their hearing aids, the volunteers, who are hearing aid users themselves, assist families and carers in improving their communication and demonstrating equipment which makes everyday life easier for people with a hearing loss.

Visits are carried out by the volunteers to hard of hearing people in their own homes to provide direct one-to-one assistance and advice. Volunteers also host hearing aid clinics in venues such as libraries, residential care homes, and health centres allowing more people to become aware of the Hearing Aid Project, and also the information and help available from RNID.

Director of RNID Northern Ireland, Brian Symington MBE, says: "I'm delighted to accept the Queen's Award, which is a fantastic honour for our project and dedicated volunteers, who've shown tremendous commitment in changing the lives of hearing aid users throughout Northern Ireland."

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### **Rowandale Integrated Primary School Steering Group**

Rowandale Integrated Primary School Steering Group represents a campaign by local parents to establish integrated primary education for children in the wider Moira area. At present in Northern Ireland, the majority of children attend schools that are predominantly aligned with only one of the two main Christian denominations i.e. Catholic and Protestant. This continues to maintain segregation within the education sector and also wider society.

The volunteers on the steering group worked together to raise awareness of their campaign by running a variety of events to generate publicity for their campaign, e.g. teddy bears picnics, Halloween events, coffee mornings and car boot sales. They also developed a website, publicity materials and built links with local politicians. All the volunteers developed new skills as the campaign progressed.

The Steering Group was rewarded, when in December 2006 they received conditional approval by the Minister of Education to open Rowandale IPS in September 2007. Rowandale IPS subsequently opened with 18 children, and as it enters its third year of existence in September 2009 will have over 60 pupils enrolled. The school aims to provide the opportunity for children to be educated in an environment which embraces each child's unique identity while also providing the opportunity for them to respect the traditions, cultures and abilities of their peers.

Volunteering still plays a very strong role within the Rowandale community in a number of ways. Approximately 50% of the school's Board of Governors are also parents at the school, who give up a significant proportion of their spare time to support the running and planning of the school. Another 25% of Governors are from the local community who also provide freely of their time and allow the school to continue to strengthen its community links. These community links are also growing via the popular monthly Saturday morning arts and music club run at the school for all local children, whether or not they attend the school. The school also has an active, volunteer based, Parents Council which supports school activities for example providing the Barbeque at the school sports day, and via fund raising events and grant applications.

Website: [www.rowandaleips.co.uk](http://www.rowandaleips.co.uk)

### **Ryde Inshore**

Ryde Inshore Rescue is an independent and voluntary lifeboat service based on the north east coast of the Isle of Wight. Formed in 1956 as a voluntary beach lifeguard unit, it progressed to an inshore rescue unit as the population relaxation activities changed from predominantly beach centred to boat related. The group operates under HM Coastguard who coordinates its activities with other search and rescue units including the RNLI.

Its headquarters is on Appley beach Ryde and it operates two inshore Lifeboats. All of its crews and members are volunteers who risk their lives to save others and give their time freely. Being independent the group has to raise all its own funds; a task that largely falls on the crew members and their shore based colleagues.

The Inshore Rescue facility is on call to HM Coastguard 24 hrs a day throughout the year, and it covers the South East Solent between the Isle of Wight and Hampshire up to a radius of about 3 miles from Ryde. In 2008 the group attended 59 incidents and rescued or assisted 126 people; which is likely to be exceeded this year. The incidents vary from Motor cruisers with engine failure, yachts ground on Ryde sands, capsized dinghies, and children cut off by the incoming tide. Last year it was involved in a 24 hour but unsuccessful attempt to rescue a beached whale and it has provided assistance to the Isle of Wight ferry when it ran aground recently.

Gordon Osborne MBE, Honorary Secretary remarked " We are delighted and honoured to receive this prestigious award which not only recognises our present volunteers but also rewards the hard work and achievement of their past volunteer members who helped over the past 50 years shape us into the very professional organisation we are today".

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### **Safe @ Last**

SAFE@LAST is a children's charity that was established in 2000. The charity works with young people in South Yorkshire who are at risk through running away from home or care.

SAFE@LAST provides a full range of services for children and young people from prevention to crisis intervention; it responds to the needs of young runaways at whichever level of care they require. Services available include preventive workshops, a 24 hour helpline, a missing persons (MISPER) scheme run in partnership with South Yorkshire Police and finally an emergency refuge, the only one of its kind in England outside of London.

All of the quality services delivered by SAFE@LAST are underpinned by committed and dedicated volunteers. Volunteers are

fundamental to the organisation's success in improving outcomes for children and young people at risk through running away, each year SAFE@LAST is supported by over 100 volunteers who provide over 10,000 hours of skilled labour.

There are many diverse volunteering roles at the charity ranging across all our areas of work. The SAFE@LAST helpline (365 days a year) is staffed solely by volunteers who are supported by a professional on call managers. The group supports the delivery of prevention work which aims to prevent and educate children and young people about the risks and dangers of running away by delivering interactive and drama based scenarios to children and young people. It is involved in fundraising events essential to ensure the continuation of the organisation including volunteers supporting in house events but also organising their own events. The group works directly with children, young people and their families about their issues surrounding running away.

"Without our Volunteers, the day to day work of SAFE@LAST would not be able to continue in the same way and would certainly not be as rich and diverse as it has been historically. It remains a priority of the organisation to embed volunteering within the structure of the charity." - Hilary Massarella, Founder Trustee.

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Sahil Project was established in 1987 to support Asian Women who were suffering from stress and isolation. The stress often arose from unresolved problems which needed to be addressed and often resulted in psychological ill health. The stress was often related to language barriers, racial hostility and difficulties in accessing services or making social contacts and not knowing where to seek the appropriate assistance.

The Project initially started as a telephone helpline to address the wide range of issues that Asian women were facing. Today volunteers provide a very wide array of practical and emotional support for Asian women and assist them in accessing all available services. The project receives over 2,500 contacts each year seeking advice and support. There are two volunteer recruitment drives training 10 women from the community who have themselves often been service users and have a better understanding to help others.

The Project provides a "drop-in" facility, a befriending and counselling support run by trained staff & volunteers who are recruited and trained under an accredited training programme. Staff also act as informal advocates when requested to do so, in particular providing a language support in several Asian languages as well as English.

Located in the heart of Foleshill on the northern side of Coventry, Sahil Project attracts women from all over the city including Bedworth and Nuneaton in Warwickshire.

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## **Second Nature Life Support**

Second Nature Life Support was formed in 2003 and initially set out to convert a derelict former sewage treatment works in to a community park. A major environmental project was undertaken to clear toxic waste and decades of rubbish, planting sensory gardens with full wheelchair access. Renamed "Winthrop Park", the gardens opened to the public in July 2005 as a haven of peace to assist in recuperation, recovery, rehabilitation, and relaxation. Initially expecting to help 150 to 300 people a year the group found the demand for its support and services grew beyond expectation - in 2008 alone the group supported over 6,500 people. Access to Winthrop Park is free of charge.

Second Nature Life Support now has over 60 regular volunteers that help run the Park day to day, working alongside the only full time Employee, Trustees, and management committee. It recently opened the new Chataway's Tea Room and sales area for craft work and plant sales. Its environmental work, wellbeing improvements and community integration has resulted in life changing effects for both users and volunteers as the power of Nature Therapy is brought to benefit many people.

The group offers outreach support to tackle stress in the workplace and create healthier lifestyle group activities by organising countryside walks and interaction with nature to help the mind, body, and soul. It does not receive any public funding and isn't affiliated with any other organisation and so relies on its own fund raising activities and donations to meet all costs. In 2008 the group won the Nationwide UK Community Project of the Year.

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## **Shrewsbury Bookfest**

The first Shrewsbury Children's Bookfest took place in May 1999. It was at the time the only exclusively children's literary festival in the country. Since then, Bookfest has grown considerably and has now obtained charitable status.

In addition to the main festival that takes place over the May Bank Holiday, the group now also organises an 'Authors in Schools Week' each March and a Mini-Bookfest in November. Its overall aim, however, remains unchanged - to inspire, enthuse and entertain children through literature and the arts.

Over the last ten years Bookfest has brought many of the country's best-loved authors and illustrators to Shrewsbury. This year, for example, it welcomed back its President and long-standing supporter, former Children's Laureate Dame Jacqueline Wilson, as well as two loyal patrons, Michael Morpurgo and Ian Whybrow, and several other top authors, including Jeremy Strong, Robert Muchamore and Lousie Rennison.

"We have witnessed time and again the magical effect that these visits have on children. As is evident in their books, children's authors and illustrators have a wonderful and instinctive gift for understanding how children think and how to inspire their imaginations. For bookworms and reluctant readers alike, they bring the world of books alive." - Sophie Peach (Chair)

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### **South East Fermanagh Foundation**

South East Fermanagh Foundation (SEFF) became the first victim's group in Northern Ireland to receive the Queen's Award for Voluntary Service which was given in recognition of SEFF's work with the innocent victims of paramilitary violence throughout County Fermanagh and further afield, spanning the last 10 years.

Over the years SEFF has steadily grown whereby it now offers a full welfare/benefits advice service, multiple alternative therapy treatment options, befriending support services, counselling, a full educational and training programme, respite support and a raft of other advocacy and representation-based work.

SEFF is positive for the future and will strive to continue its work on behalf of victims/survivors (particularly in the South East Fermanagh catchment area). The organisation wishes to assist the conditions whereby some of the most traumatised may have some sense of peace and will feel empowered to build their lives for their own betterment and that of their families.

"South East Fermanagh Foundation is honoured and indeed humbled at receiving the Queen's Award for Voluntary Service 2009. We accept the award on behalf of all victims' organisations that support the innocent victims of paramilitary violence and would like to thank all those who have assisted us over the years; particularly the Community Relations Council and the WHSCT's, Victim and Survivor Matters Programme." - Kenny Donaldson, Director

Contact: Kenny Donaldson (Director)  
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### **St John's Community Hall Management Committee**

St John's Community Hall was officially opened by the Bishop of St Davids in November 1999, following the major refurbishment of the former century-old St John's Church Hall which was in a very dilapidated state. The refurbishment was achieved by a huge effort which raised over £500,000 of Millennium Commission funding.

The purpose of the project was to address the identified needs of the community, which were highlighted following an extensive survey of community needs which had been commissioned by the local churches.

St John's Community Hall has full disabled access, and is equipped to a high specification, capable of multiple activities running in parallel. The Hall provides a welcoming, all inclusive & non-judgemental facility. The Community Hall and adjacent St John's Church work very closely in mutual support of the community and parishioners.

St John's Community Hall's trustees strive to promote continued development and growth of local community groups through partnerships and best community development practice. The hall promotes social inclusivity, capacity building, and pride in the community of Pembroke Dock.

The community of Pembroke Dock is disadvantaged by a low wage economy, with high unemployment compared to many parts of Wales. Part of the community it serves is drawn from some of the most deprived wards of Pembrokeshire, and of Wales.

"What makes the St John's Community Hall so exceptional is the marvellous teamwork and camaraderie which exists within the team of volunteers and trustees who give huge amounts of time and effort, often during evenings and weekends." – Vanessa Owens

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### **St Peter's Hospice Volunteers**



St Peter's Hospice, Bristol, provides specialist palliative care and support for patients with life-limiting illness, usually cancer. Its commitment is to improve the quality of life for patients while extending care and support to their relatives and friends.

1,400 volunteers from all walks of life, work alongside their staff helping to provide an integrated holistic approach to caring for patients and their families, enabling them to make the most of the time they have left.

There are numerous volunteer roles on hospice sites; in the community; sustaining the fundraising headquarters; and in its charity shops. Volunteers support in the day hospice, in patient unit, and reception areas. They assist by driving, offering complimentary therapy, manicures, hairdressing, arts and crafts activities, as well as pastoral and bereavement support, gardening and administrative help.

"We are delighted that St Peter's Hospice volunteers have received this prestigious award in recognition of their huge contribution to the work of the Hospice, as it shows local and national appreciation of their involvement." - Mrs Jenni Travers, Head of Volunteer Resources

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### **St Peter's Village Tour**

St Peter's Village Tour Chairman Brian Sleightholm retired from banking in 1994 and suggested to five friends that they start a Guided Walk round their village. The group started in 1995, and decided to include three costumed vignettes, with characters portraying people from the past. The tour was free, but visitors needed to book, as they wished to take people around in small groups. The group thought some local residents would enjoy this, and imagined the venture would last a few months.

Fifteen years later, it has had over 16,000 visitors of all ages from all round the world; a team of 110 volunteers, 12 vignettes, and is proud to have won an award from The Queen!

Contact: Brian Sleightholm, Chairman  
Website: [www.villagetour.co.uk](http://www.villagetour.co.uk)

### **The Altnagelvin Hospital Choir**

The Altnagelvin Hospital Choir, Londonderry, Northern Ireland, was established in 1994 by the then Chief Executive of the Hospital Mrs Stella Burnside, with the help of a young talented musical Director Mr David McGuckan. At that time there were 8 members, which now has expanded to 30-40 active members per term. Mrs Burnside's motivation for establishing the choir was based on the belief that singing was not only therapeutic but also essential for health care professionals working in busy environments.

The aspiration of the choir was to reach out to all sections of the community and it used concerts not only to fundraise but to cross the divides. Members of the choir come from a variety of departments within the hospital and the broader Health and Social Care Trust. The choir brings the music it loves to different venues and holds Spring and Christmas concerts yearly. It also presents various musical events in the main foyer of the hospital during the year. Currently the choir is under the musical Directorship of Mr Jim Goodman. An active committee also supports all choir activities with Mr. George Emerson as choir President.

The first major concert was staged in 1997 at the Church of Ireland Cathedral, Armagh. The choir also performed at the Grande finale Celebration in the city's Guildhall to mark the 50th anniversary of the NHS. In 2001 the Choir won the Community Choir of the year award on Lyric FM as voted by listeners. Most recently, the choir sang for HRH Queen Elizabeth & Prince Phillip at the Official Opening on the new South Wing extension to Altnagelvin on 6th of May 2009.

At Christmas, the choir spends an evening going around the wards of Altnagelvin Hospital singing carols in every clinical area, which patients, staff and visitors always appreciate. The choir has supported many charitable projects including "Save the children", Marie Curie, "Health for all clinics" in Kajiado Kenya; helping provide wells for water in that province. Other charities include "Action with Effect" in 2007, which raises money to aid a leprosy colony in India and at a local level money has been raised for the Foyle Hospice.

"Altnagelvin choir is primarily a resource to the staff of the Hospital but in supporting each other we have been able to provide much needed help to others in greater need." – George Emerson, Director

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### **The Diamond Centre for Disabled Riders**

Opened in 1974, The Diamond Centre is a founder member of the Riding for the Disabled Association and was the first purpose built centre for disabled riders in the UK. It provides unique facilities to benefit disabled children and adults by having regular contact with horses.

Riders are aged between 5 and 65 years old and each week, with the assistance of a dedicated team of volunteers, they can enjoy the experience of riding, driving or vaulting. Riders have a range of disabilities including spina bifida, cerebral palsy, epilepsy, downs syndrome, autism and learning disabilities. The group also helps many victims of road traffic accidents who often show remarkable improvements through riding. For many of the riders it is the only activity they can participate in and gain some form of independence.

All rides are supervised by qualified instructors - or a physiotherapist for more specialised lessons such as hippotherapy.

"Every week over 360 disabled children and adults enjoy riding or driving at The Diamond Centre - but without our team of more than 300 Volunteers they would not be able to do so and Diamond would simply be unable to operate." - Angela Goldie

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### **The Filling Station (Swindon)**

The Filling Station was started in 1993. The principle focus of its work is with the rough sleepers and street homeless.

The group operates a mobile Soup Kitchen in Swindon every Tuesday and Thursday evening, providing soup, hot drinks, sandwiches, hot dogs, tinned food, and personal items. In addition, working with The Primary Care Trust, Threshold Housing Link (THL), and Drugs and Homeless Initiative (DHI), it offers friendship, practical advice and some medical care to the homeless and very poor.

The Filling Station has an average of 50 clients; men and women of all ages, some young women with prams and, sadly, a few children. The majority have issues relating to alcohol, drugs or mental health. Some have just fallen on hard times and need short term support.

The group is funded entirely by voluntary contributions from individuals and local organisations and it has no paid employees.

"Volunteers are always welcome at Queenstown Car Park, Swindon where you can see how the service works and we always need suitable tinned food, toiletries and blankets, or the cash to buy them!" – Angus Macpherson

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### **The Gordon Highlanders Museum**

Since its formation, the Gordon Highlanders Museum has attracted and maintained the support of over 150 local volunteers - people from all walks of life who give their time freely to assist its core functions. From tea-room, guiding, welcoming, gardening, research, education and curatorial activities, volunteers are an integral part of the Museum - helping to ensure the highest level of customer service is delivered whilst keeping overhead costs to a minimum.

Over one third of the Museum's volunteer pool has served ten years or more. The tireless commitment to serving teas and lunches; welcoming and guiding visitors; assisting school groups; undertaking research; gardening and collections care was recently recognised by the Museum management with the creation of a Volunteer Ten Year Service board. This now forms part of a wider Museum award scheme, which includes presentation scarves, ties, brooches and tie-pins for those serving 3 and 5 years respectively.

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### **The Haven Caring Counselling Communication Centre**

The Haven was founded in 2002 by local GP, Dr Rosalie Dunn MBE, who was concerned that people with life limiting illnesses were not getting adequate support in the community to help the whole family deal with the negative emotional and physical impact of these illnesses on their daily lives.

The group's aim is to provide information and support to families who have cancer and non malignant conditions such as multiple sclerosis and motor neurone disease. Clients are provided with specialist information and a range of holistic support services to enable them to gain a greater understanding of their illness, reduce stress and develop the confidence to cope with the emotional and physical impact of their condition to help them face their future with renewed hope.

"The Haven is a place of emotional calm – a healing sanctuary for the body, mind and soul. Its staff and volunteers all contribute to make the Haven these things and more. They are listeners, guides helpers and friends" - Haven Client.

The Haven volunteers play an invaluable role bringing a wealth of skills and life experiences to the centre. There are over 70 volunteers involved at the Haven. The volunteers do everything from looking after visitors, informal client support, administration, advising clients, fundraising and serving on The Haven Board.

"We are delighted to have received this honour as recognition of the work The Haven does to support people affected by long term conditions, empowering and enabling them to cope with the complex emotional, physical and practical impacts of their condition. We were nominated by one of our clients, and it really is a prestigious honour. Volunteers are integral to the support we offer and it is wonderful that their contribution to the success of The Haven has been recognised." - Janice Williams, Haven Manager

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### **The Isle of Wight Green Gym**

The Isle of Wight Green Gym is made up of volunteers motivated to improve their health and well-being while improving their environment.

Tasks are many and varied with activities governed by the season. Summer tasks include constructing ponds, hay making, beach cleaning and assisting with access work on footpaths and making vegetable and sensory gardens in schools. While during the dormant growing seasons the group takes part in activities such as coppicing, scrub clearance, pond cleaning and hedge planting.

Now into its sixth year the group continues to make quite an impact on the Island's countryside; with fifty sessions a year and often between 30 and 40 volunteers attending each week. With such numbers, a huge amount is achieved in each of the weekly three hour periods.

Green Gym is limited to working on sites which are community, church or charity owned. The group comprises people of all ages and abilities and includes children and adults with learning difficulties and those with mental health issues who are referred to Green Gym, by local GPs.

"To be awarded the Queen's Award for Voluntary Service is such a very great honour and a wonderful recognition of the work undertaken over the past six years. The icing on the cake, of course, was to receive the award from His Royal Highness The Prince of Wales when he visited to Island in July with Her Royal Highness The Duchess of Cornwall." – Mr Mark Russell

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### **The Jo Benson Day Centre**

The Jo Benson Day Centre for adults with physical disabilities began on the initiative of Lady Jo Benson OBE JP DL during her year as Mayor of Salisbury 1969-1970. It was set up to provide day activities for the disabled and to ensure the communities carers took their own annual leave. The Day Centre was initially opening in 1970 for just one day a week and was supported entirely by volunteers.

Nearly forty years on, the centre has four members of staff and provides day care and social activities for up to twenty disabled adults, daily, four days a week. A varied programme of social and craft activities is provided by staff assisted by dedicated volunteers. Members can meet with friends, take part in crafts such as card making or painting, enjoy a quiet game of cards, play dominoes or simply enjoy the company of others.

None of this would be possible without the continued support of volunteers who have given generously of their time and talents over the years. Volunteers are aged anywhere between 18 and 89, some supporting the centre for over 20 years.

The centre receives no grants or additional funding, relying on the support of the local community, voluntary contributions and fund raising.

"The centre has always depended on the support of its dedicated staff and voluntary helpers and today it is no different. We are so pleased that the work of the voluntary helpers has been recognised by the centre being awarded this prestigious Honour" Lady Jo Benson, Founder.

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### **The Matrix Trust – Ready 4 Action**

Ready 4 Action is a group with a simple objective – transforming communities! The recipe consists of volunteers being willing to do jobs for people that would normally not be able to them for a variety of reasons. These everyday jobs include decorating, garden clearance, and community area clean ups.

This year alone the group was blessed to have 300 volunteers, of which half were young people, over the bank holiday weekend. They completed 65 different jobs and moved a staggering 30 tons of rubbish! In total over the last 9 years it has seen 1,500 individual volunteers give up their time and shifted an astounding 169 tons of rubbish!

2010 will mark the 10 year anniversary of the Matrix Trust, the charity that runs Ready 4 Action.

According to John Evans, the work that Ready 4 Action does is well summed up by the phrase 'loving your neighbour'!

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### **The Rape and Sexual Abuse Counselling Centre**

The Rape and Sexual Abuse Counselling Centre in Darlington provides free and confidential face-to-face counselling, a telephone support line and support group to women and girls over 13 who have experienced rape, sexual abuse or domestic abuse, as well as support for non-abusing family members or other individuals supporting a survivor. Although the Centre is based in Darlington its services are available to women across County Durham.

Rape, sexual assault, childhood sexual abuse and domestic abuse can be extremely distressing and traumatic. The Centre offers a safe place, understanding and acceptance and time for a survivor of abuse to work through their thoughts, feelings and emotions at their own pace. Because many women who have experienced abuse find it difficult to talk about what happened to them for many reasons the support of the Centre is available to clients days, weeks, months or even many years after the event.

The Centre has 20 years experience in providing this unique service; as members of Rape Crisis England and Wales it can draw on over 35 years of specialist knowledge in supporting survivors of abuse. Centre volunteer support workers and counsellors are specially trained bringing passion, commitment and both their professional skill and personal qualities to their role.

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### **The Trustees of the Jubilee Institute**

The Jubilee Institute, situated in Rothbury in Northumberland, provides the people of Coquetdale with a community centre for social and educational activities. It is managed and run by about a dozen trustees plus a caretaker.

Originally opened in 1887 to commemorate the Jubilee of Queen Victoria, by 1998 the dilapidated buildings were in need of extensive and expensive renovation. The trustees, in collaboration with a number of other key local people, raised over half a million pounds for the renovation and, after this work, the Jubilee Institute was re-opened on 9th November 2006 by The Prince of Wales and The Duchess of Cornwall.

The centrepiece of the renovated building is the Armstrong Hall with modern stage facilities and projection equipment suitable for films and presentations. There are many other meeting rooms, a computer room, and catering facilities. The Institute generates electricity through photovoltaic cells on its roof and is fully accessible to the disabled. Regular users include the uniformed organisations, a day centre for those with learning difficulties, the Rothbury and Coquetdale youth project, an over 60s group, a community cinema, the Rothbury music festival and CADS, a local drama group.

Contact: John Lewis  
Tel: 01669 621874  
Website: [www.northumberlandlife.org/jubilee-hall-rothbury](http://www.northumberlandlife.org/jubilee-hall-rothbury)

### **Trinity Methodist Church**

Trinity Church supports such work as the Christian Helpline, Newlyn's transport and befriending scheme and 3 Villages Youth Project's which engage with hundreds of local young people.

Its Charity Shop raised a quarter of a million pounds towards converting Trinity's schoolroom into a multi-use Church and Community Centre and continues after 11 years operation to raise funds to support the Centre. Since its opening in November 2006, 2,500 people enjoy services for all ages and interests each month.

The facility also supports IT drop-ins and training, physical and mental health services, arts and crafts, dance, employment support and sport among others, while offering a community recycling point and supporting Fair Trade in its purchasing. Community Days bring people together around themes such as health, heritage and the environment.

Trinity is working out its mission by using its various resources to respond to needs locally and further afield.

The group now plans to develop its Grade II\* listed chapel, currently unused, to provide a spiritual, cultural and social resource for the community while supporting the local creative industries.

"All of this is made possible, thanks to the work of scores of people and the encouragement of hundreds more." – Rev. Julian Drew

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### **The Wick Society**

The Wick Society was founded in 1971 by three people who were concerned about the redevelopment of Wick and the way that the demolition of old buildings was affecting the character of the town.

In 1974 the society set up a small museum in the Carnegie Public Library building, this depicted the trade of the coopers. The success of this exhibition gave the society much needed confidence. In 1979 Alexander Johnston closed down his family's photography business and gifted the Society all its contents including over 52,000 glass plate negatives, dating from the 1860's these were the legacy of three generations and several photographers.

The group worked towards saving as many of the buildings, artefacts, and memorabilia of the area as it could. It took over the lease in 1980 and opened the museum for business in 1981. The museum display areas are continuously being maintained and each year, when they are closed to the public, whole displays are refurbished. The gardens are a particular success. The Society's documentation is a constant priority, whether it is photographic, historical or family. The running of the Heritage Museum is carried out, almost entirely, by female volunteers. They staff the Museum six days a week, seven hours per day. Special opening are made as required. It is not unknown for some of the volunteers to work over 10 hours in a day.

The museum is open each year from Easter until the end of October, and continually encourages new members to join its dedicated band.

The museum was visited by Her Majesty Queen Elizabeth The Queen Mother in 1989.

"We are committed to 'preserving and promoting Wick's proud heritage' for the inspiration of future generations." – Donald Sinclair, Chairman of The Wick Society

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### **Tipton Litter Watch**

Tipton Litter Watch is a community led environmental charity commissioned as part of Sandwell's Children and Young People's Trust Partnership.

While the charity is small with only two paid employees, Tipton Litter Watch's strong partnerships with the public sector, local and national business organisations, the Sandwell community and individual schools enable its work to extend into all areas of the borough of Sandwell.

The charity's highly commended environmental education programme 'Think Before You Throw' works in partnership with young people, local schools and education centres to develop awareness and respect for the environment and to teach the importance of sustainability. The programme includes lesson plans, pupil worksheets, in-school and extended school activities, group workshops, environmental competitions and an online learning website.

Tipton Litter Watch has also developed a school status scheme and three annual awards for teachers, pupils and parents which recognise achievements in the classroom and the wider community.

Tipton Litter Watch has gained recognition from a range of national organisations including Campaign To Protect Rural England, DEFRA, Encams, Litteraction, National Association of Environmental Education and the Department for Children, Schools and Families.

As well as making young people aware and involved in caring for their environment, the charity is also helping to change public perception, by educating others to the fact that not all young people drop litter. 'Think Before You Throw' gives young people the opportunity to want to make a difference. In the last four years alone, the charity's volunteers have litter picked with over 17,000 young people throughout the borough of Sandwell.

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### **Turnford Netball Club**

Turnford Netball Club was formed in 1968, followed by the Junior Section in 1975. The club has 273 members including 198 juniors. Each year, the membership grows and all are welcome. The club trains every Thursday between 6-10pm.

All members are coached by volunteers. With this amount of young people to cater for, it is imperative that the club has a good following of volunteers. There are 35 volunteers that help every week with umpiring, coaching and the administrative duties involved in running Turnford's 47 squads and playing matches throughout the week.

All volunteers are requested to sign the Code of Conduct and the Volunteer Agreement Form, and all are given a copy of the Duty of Care and Equity Policy statements. Volunteers are recruited mainly from their junior members progressing through the ranks and family of members.

All volunteers are encouraged to attend England Netball or other relevant appropriate courses to develop their skills. The Coaching & Umpiring secretary's role is to ensure their development within the club by placing a mentor with the candidate and to encourage pathways to reach the potential of their netball volunteers.

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### **Tyneside Cyrenians Ltd**

Tyneside Cyrenians is a registered Charity, founded in 1970. It is one of the country's leading and most progressive homeless charities and is award winning in its efforts to support those from excluded groups, many of which are homeless.

Tyneside Cyrenians' formal Volunteering programme was set up in April 2007. The programme has gone from strength to strength and currently the charity has 158 volunteers. It offers a wide range of volunteering opportunities in administration, befriending, arts and crafts, driving, gardening, catering, producing newsletters, reception duties, giving talks, helping at events to name a few. One of the most popular projects for volunteers is FareShare, which is the group's community food initiative. The volunteers are from all walks of life, and their skills and experience are invaluable to the organisation.

All volunteers receive an induction day and are offered training in many subjects including Food Safety Certificate, Certificate in Volunteering and NVQ level 2 in Health & Social Care.

Tyneside Cyrenians hold a Volunteer Awards celebration each year which provides them with an opportunity to thank volunteers for all their support and for the skills they bring to the organisation.

"We believe passionately in people reaching their full potential and offer life-changing opportunities to all our beneficiaries. For many people at risk of social exclusion volunteering is an important first step to personal development. It brings out the best in them and can change their lives for the better. Volunteering builds up confidence and self-esteem as well as providing a social network and introducing a routine and therefore can be vital experience in providing a route into employment." - Mr Stephen Bell (Chief Executive)

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### **Volunteers of Elvington Senior Citizens**

The Elvington Senior Citizens group has been going for over twenty years and the aim from the beginning has been to provide friendship and social activities for the older people in this country village near York.

At present, the social programme includes a monthly hot lunch cooked by members of the committee and served in the village hall. There are also regular outings with transport provided. Throughout the last year, the group has been to the seaside, to the theatre for a pantomime, to a shopping centre, out for lunch in a restaurant and to see a flower arranging demonstration. There is also a party at Christmas and a garden party in the summer.

Living in the country has many advantages but there can be difficulties, especially with transport, and for older people this can lead to isolation and loneliness. In Elvington, the group aims to overcome this by providing opportunities for their older residents to meet together for companionship and entertainment. It also tries to visit its members in times of illness or other difficulty to provide whatever help and support it can.



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### **West Lavington Youth Club**

West Lavington is a small village on the edge of Salisbury Plain, with no public transport links in the evenings. The Youth Club was formed about eighteen years ago to provide somewhere for the young people to go instead of hanging out in the bus shelters. At the start the club offered activities for only one night a week in the village hall, where facilities were very basic. In 2008 after years of planning and fundraising, it built and moved into its own youth centre.

Over the last year its membership has more than doubled to over 80, and it has opened for four evenings a week, with attendance of about 25 young people per session.

The group has a team of paid and trained youth workers who organise and run the sessions, backed by nine volunteers. The volunteers help with the activities at youth club, sometimes running sessions themselves, deal with fundraising, clean and maintain the youth centre, pay the wages of the staff, drive the local community minibus, manage the staff, deal with policy matters, purchase equipment, organise and manage projects, deal with health and safety and child protection issues, and generally oversee every aspect of the club.

The activities offered include: cooking, computers, wii games, paintballing, pool, table football, film nights, sports, including setting up the group's own football team and some professional coaching. It has also raised the funds for a bike track and a youth shelter, which are very popular.

The group is hoping to start its own vegetable garden to grow food which will then be cooked by the young people, it is also working on a mosaic art project, and intends to arrange a visit to an outdoor activity centre so that the young people can engage in some challenging physical activities.

Its next fund raising project is to provide some playground equipment for its teenagers, as the existing playground in the village is suitable only for children under the age of twelve.

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### **West Riding Woodcarvers' Association**

The West Riding Woodcarvers' Association's aim is to share its common interest in the ancient art of woodcarving irrespective of a person's skill. The club, which currently has over 70 members, enjoys and welcomes a diverse membership. It exhibits members' work and participate in shows and demonstrations throughout West Yorkshire.

Following the first meeting 1992, the club now meets in Shepley, on the outskirts of Huddersfield. At the monthly meeting, the club endeavours to enlist the services of local and international speakers and demonstrators in subjects relating to woodcarving or allied crafts and they also organise carving workshops.

The club provides voluntary tuition for three daytime classes at the Huddersfield University of the Third Age and also organises and provides voluntary tuition at two evening classes in Dewsbury and Elland.

The club's aim is to undertake a collective annual, or bi-annual club project that will benefit a local charity or organisation. Well known for the unique carved Panels constructed and presented to local organisations, the club's current project is the creation of Panels about the 1st and 2nd World Wars that will be presented to the Royal Armouries Museum in Leeds. Including more than 98 individual carved plaques, its intention is to show the horror, human suffering, courage, degradation but likewise the spirit and courage of a nation at war. After presentation to the museum, the club will take the Panels for public display in Kirklees, Calderdale and Leeds where funds will be raised for the "Forget-me Not Children's Hospice" fund.

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### **Wild Young Parents Project**

WILD is a learning and development charity for young mums and their children. It aims to provide them with opportunities to develop their skills, improve their self-esteem, make positive and healthy choices, protect themselves, participate as equal members of their communities and achieve their potential. WILD runs eleven groups across the county of Cornwall, and supports six affiliate groups. Last year, WILD worked with 277 young mums and 376 children.

WILD's core curriculum is based on the five Every Child Matters outcomes. Activities include peer support, life skills, voluntary work, parenting support, peer leadership, issue based group work, Skills for Life numeracy and literacy qualifications, sports, arts, music and accreditation. Specific projects also support young mums around domestic abuse and mental health. Children's work focuses on health, social and emotional development, positive parental attachment and the development of resilience.

Activities are delivered by staff and volunteers through group work, projects and events, and information and advice. Examples include a drama and dance theatre project, surfing and running groups, family art, healthy eating, music performance, breastfeeding peer mentoring, family allotment project, protective behaviours and portfolio-building.

WILD has strong working partnerships with Cornwall Council, Cornwall College, Cornwall Learning Partnership, primary health care practitioners and Cornwall Youth Work Partnership.

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### **Women's Health in South Tyneside**

Women's Health in South Tyneside was established in 1985 in response to local need and offers a broad range of services improving women's well being.

Project users face difficult and different circumstances; they may be full time carers, overcoming debt, living in crisis with issues such as abuse, self harm and bereavement. In some cases they have or are recovering from mental health problems, are living with a physical health conditions or seeking pre vocational training in order to find employment.

The Volunteer Project was formally set up in 2002 with volunteers taking up training to provide much needed services around physical and mental health. Since then 73 women have volunteered and 2,528 local women and their families have benefited from the services they have provided. Services provided by volunteers include counselling, agoraphobia support, adult education, peer support, mentoring, credit union, therapeutic gardening, crèche support, fund raising, project management, and drop-in services.

Members stated that they turned their lives around as a result of the support they received and some are still alive because of it. Volunteers themselves have increased confidence, gained new skills and gone on to employment. The group's team of volunteers are committed, reliable, enthusiastic and central to our organisation. The majority of the volunteers are service users and because of this they provide an empathic and supportive service to other women.

"We are thrilled that work of the volunteer team has been recognised with a Queen's Award." – Mrs Jean Telfner (Committee Chair)

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### **Women's Rape and Sexual Abuse Centre**

Since 1996, the Women's Rape and Sexual Abuse Centre in Cornwall has been delivering a range of accessible, reliable and effective support services for women and teenage girls in Cornwall who have experienced rape, sexual assault, incest, childhood sexual abuse and domestic violence.

The aims of WRSAC are to relieve the distress and isolation of women and teenage girls who have suffered or are suffering the short and long-term effects of sexual violence and domestic violence by offering them free confidential services; to recruit, train and support women in the community through volunteering and to raise awareness, and to educate individuals, organisations and communities of issues related to sexual violence and domestic violence thereby promoting better provision, prevention and protection.

WRSAC now delivers six projects in Cornwall, including a Rape and Sexual Abuse Helpline and Outreach Service. It employs 20 staff, has approximately 45 Volunteers and supports over 2,000 women a year through its various projects. The group has also developed and delivered numerous multi-agency training events.

WRSAC has built up an extensive knowledge base and expertise concerning these issues. It works closely with all the key agencies involved and has developed excellent relationships and contacts. WRSAC sits on the Local Criminal Justice Board Group for Victims and Witnesses, the County Service Delivery Group for Domestic Violence, the Cornwall Sexual Violence Forum and the South West Crown Prosecution Service's Community Involvement Panel.

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### **Woodlarks Camp Site Trust**

For nearly eighty years, Woodlarks has enabled people with disabilities to enjoy camping holidays in a beautiful rural setting. From May to September self-organising groups, catering for different ages and interests, occupy the site a week at a time. In term time, Special Needs Schools bring their own staff. The remaining ten weeks rely entirely on volunteers.

During any one year, about 600 people give their time and skills to Woodlarks. More than 400 of them help at the camping weeks which are enjoyed by disabled people from all over the country. Some volunteers cook on the big wood-burning range, some provide medical cover, others organise activities, while most partner the disabled campers in the personal care, fun and friendship which is Woodlarks. For both disabled and volunteers, Woodlarks is a magical place and their week in camp the highlight of their year.

Woodlarks has no paid staff, the group is managed by 16 volunteers. Over 170 volunteers attend week-end working parties during the winter to carry out maintenance jobs. They come from far afield as well as all over the South, and work hard in all weathers at both skilled and mundane tasks.

"The dedication of these volunteers is phenomenal, and while none expect great plaudits, they are thrilled by the Queen's Award which gives them the recognition they so much deserve." - Mrs Alexine Crawford (Chairperson)

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### **Woolfardisworthy Sports & Community Hall**

Woolfardisworthy Sports & Community Hall is a community centre used by 50 different groups and teams.

The volunteer group identified a need for a new community centre in its deprived rural area, identified funding opportunities and set demanding design targets to achieve a standard that few believed was possible. When it substantially burnt down three years after completion, the community was devastated, but made design improvements, and opened it again within twelve months.

The ongoing voluntary commitment of the trustees, and all associated user groups, has resulted in a well used community centre, with a low cost hire charge. Their key philosophy is to have a long term low maintenance and low running cost facility. By installing a wind turbine, photovoltaic panels and a ground source heat pump, they have ensured the long term sustainability by removing high energy costs.

Such is the centre's success, that plans are underway to extend it. More work for volunteers!

Brian Butler says: "This award is a fantastic recognition for all the volunteering work that goes on in this village."

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### **Young Witness Service**

The Young Witness Service (YWS) is part of the Witness Service run by Victim Support in Nottinghamshire and offers a dedicated support service for children and young people aged between 5 and 17. It has been operational since September 2003 and has supported over 1500 young witnesses to date.

All the people who support the children are local volunteers who receive comprehensive, nationally accredited training – five days Basic Witness Service and three days Young Witness Service training. This specialist training includes communicating with children, Child Protection issues, effects of crime on children and evidence contamination. After volunteering with the YWS for at least six months they can go on extra training to support young witnesses in domestic violence cases.

The children and young people supported usually give evidence in cases which are sexual or violent in nature.

The YWS's trained volunteers contact the family and arrange home preparation sessions, where the court process is explained and the young witnesses can express their fears and worries. Issues such as confidence building, stress reduction and court jargon are explored and addressed using DVDs, games and activity books. The young witnesses also look around a court room, to experience how and where they will give their evidence. On the day of the trial, the volunteers support the young witnesses before and after they give evidence. A post-trial home visit is also carried out.

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