



# **The Queen's Award for Voluntary Service**

*The MBE for volunteer groups*



# Department for Digital, Culture, Media & Sport

## The Queen's Award for Voluntary Service (QAVS) Manual for National Assessors

January 2021

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## Foreword

This guidance aims to provide a practical manual to help the national assessors for the Queen's Award for Voluntary Service (QAVS) carry out their role. We hope it will be useful.

Our team administers and promotes the Award on behalf of the Royal Household. We are keen to support you in any way we can. Please do get in touch with us if you have any queries or would value some additional advice. Contact details are at section 8 (p13).

### New in 2021

This year we have introduced a special designation for awarded groups that have also made an impactful contribution in providing support during the pandemic. Annex A explains the plan and provides guidance on deciding who should receive this. Please read it carefully.

We have also added new guidance on assessing groups from very rural areas (annex F).

The QAVS Team

## 1. Introduction

The Queen's Award for Voluntary Service (QAVS) is the **highest award given to local volunteer groups** across the UK to recognise outstanding work done in their communities. It was created in 2002 to celebrate the Golden Jubilee. It is part of the Honours system and seen as the equivalent of an MBE for volunteer groups. It is awarded for life.

**Successful groups receive** a crystal award and a certificate bearing Her Majesty's signature - both presented by the local Lord Lieutenant (who is Her Majesty's personal representative in each county of the UK). They gain the right to use the QAVS logo and are also invited to nominate two volunteers to attend a Royal Garden Party.

**The annual announcement of awardees is 2 June** to celebrate the anniversary of Her Majesty's coronation. A list of the recipients with their individual citations is published in The Gazette, available online at <https://www.thegazette.co.uk>, and promoted widely elsewhere.

**The QAVS National Assessors have a key role** in the process. You are responsible for reading through detailed nomination and local assessment material for groups recommended by the local Lord Lieutenant (LL) and deciding which of these should be recommended to Her Majesty The Queen for the Award. To do so, you will need to **access the QAVS website**. This will allow you to view nomination and local assessment material for your assigned groups and receive automatic notifications at key stages of the process. See advice at page 7.

The national assessment work will form the bulk of your role, but we might approach you at other times of the year to seek your views on ad-hoc queries or invite you to join a working group to explore ideas for the future. We also hope that you will act as an ambassador for the

Award in your professional networks and local area, and might invite you to help promote QAVS through social media posts, visits and talks.

## 2. Overview of the QAVS Process

A brief description of the process is provided below. You can also find a diagram at Annex A.

### Nomination (April - mid Sept)

Members of the public submit nominations via the QAVS website [www.qavs.culture.gov.uk](http://www.qavs.culture.gov.uk).

### Eligibility checks (Aug - late Sept)

The QAVS Team reviews nominations to check that they are eligible and assigns them to the appropriate Lieutenancy.

### Notification to Lieutenancies (late Sept)

Lieutenancies with nominated groups in their area receive an email inviting them to log in to the QAVS website for details.

### Local Assessment and Reporting by Lieutenancies (Oct-Jan)

This involves:

- initial due diligence and visits to each nominated group
- completing the online local assessment report form
- decision whether to **recommend or not recommend**
- written citation by the Lord Lieutenant supporting the decision
- online submission of the form by mid-January.

### Review by the QAVS Independent Assessment Committee (Feb-mid March)

All the groups **recommended** by Lieutenancies are assessed in detail by the National Assessors, resulting in a shortlist of proposed awardees.

### Royal approval (end March)

The proposed list of awardees is submitted to Her Majesty The Queen for approval.

### Successful groups and LLs notified in confidence (early April)

An e-letter is sent in confidence to leaders of successful groups, explaining that they are to receive an award, congratulating them and describing next steps, which includes keeping the news confidential until the official announcement on 2nd June. LLs also receive details of the successful and unsuccessful groups.

### Media pack sent (mid-May)

Awardees and Lieutenancies receive a media pack explaining arrangements for the announcement and encouraging them to promote it. This includes template press releases, graphics for social media etc.

### Unsuccessful groups notified (end May)

A letter signed by Sir Martyn Lewis CBE is sent to leaders of unsuccessful groups explaining that they have not been successful, but congratulating them on their work.

### **Formal Announcement (2 June)**

The list of awardees with short citations is published formally in The London Gazette and announced on the DCMS website. The QAVS Team, DCMS colleagues, Palace, Lieutenancies and awardees use press and social media engagement to celebrate the awards.

### **Lord Lieutenant presents Awards (June - Sept)**

Lieutenancies contact successful groups to agree arrangements for a presentation event, usually at the group's premises. The award crystal and certificate are sent directly to the LL in June. We also plan to present a second certificate and a badge for each member of the group for those receiving the special award for impactful Covid-related volunteering in 2021.

### **Attendance at Royal Garden Parties (the following May)**

Two people from each successful group will be invited to attend a garden party the year after they receive the Award.

### 3. What Is The Award Looking For?

QAVS aims to celebrate the very best local voluntary groups across the UK. It is a prestigious award, only given to around 250 nominated groups each year. We are therefore looking for groups whose level of initiative and impact are truly exceptional.

#### What type of groups are suitable?

The current eligibility criteria are at Annex G. Please note that these will change in April 2021. Some key requirements to note are:

- The nominated group must comprise 2 or more people
- The group must have been operating successfully for a minimum of 3 years
- The group may have some paid staff, but at least half the people who work in the group must be volunteers
- QAVS is not for national groups, although a branch of a national group can be nominated.
- The group must have appropriate insurance(s) required for its work and satisfy requirements to safeguard children and vulnerable adults, if appropriate

Certain types of group are not appropriate for nomination, e.g. animal charities (except where clear benefit to humans is a core purpose of their work), groups whose activities are restricted purely to fundraising and groups based abroad. This is explained in the online guidance on the QAVS website [www.qavs.culture.gov.uk](http://www.qavs.culture.gov.uk).

#### What are we looking for?

A successful group will be based in a local area and will normally have the following characteristics:

- **Volunteer-led:** The volunteers are in the driving seat, setting the direction for the group's work and spotting opportunities to develop it still further each year.
- **Exceptional compared with comparable groups:** This group is likely to be one of the best of its kind in the UK.
- **Making a considerable difference locally:** The initiative of this group and the efforts of its volunteers have changed the situation dramatically for its beneficiaries.
- **Well-run:** There are high standards of governance, financial management, safeguarding etc.
- **Outstanding reputation locally:** The group has a high standing in the community and has an excellent reputation with beneficiaries, service providers and council officials (if appropriate).

We also aim to achieve a balanced geographical spread of awardees across the UK over time. Some examples of successful groups are at Annex J. **A note about 'exceptional compared with others'** - The group might not be doing anything particularly different to comparable groups (particularly if small and rural), but the context of its work and its impact might still make it exceptional. We rely on your judgement here.



## 4. Your role as a National Assessor

You will be joining a group of 28 assessors with a variety of different backgrounds in the voluntary sector. You will work together in small themed sub-groups to decide which of the nominations recommended by the local Lord Lieutenants should eventually be recommended for a QAVS. This is not straightforward. The nominations are extremely diverse in terms of size, the nature of their work, social context and geographical context. All of them are likely to be excellent and the assessors face the challenge of selecting only the very best of them for an award.

Unlike the rest of the Honours system, QAVS nominees are aware that they are being considered and can be very disappointed if they do not receive one. The Lieutenancies, as well, put a great deal of work into assessing groups and will sometimes question why a group seen as excellent locally has not eventually received a QAVS. There is only scope to award around 250 QAVS each year and we cannot put all excellent nominations through. However, we do need to ensure that our decisions at the national level are as fair as possible. We try to achieve this by:

- allocating nominations to **themed sub-groups** for assessment. This allows similar types of nomination to be considered together so that excellence can be benchmarked;
- allocating assessors to sub-groups in line with their particular **experience or expertise**;
- ensuring that national assessors are **provided with the evidence they need** to make these decisions. We provide guidance to local assessors on the most helpful information to include in their reports and keep the nomination and report templates under regular review.
- taking into account the **particular challenges faced by groups in very rural areas**. Please see Annex F for specific guidance on this.
- enabling each sub-group to adopt a consistent approach to decision making, with **similar thresholds for accepting/rejecting a nomination**. The QAVS Team and Sir Martyn Lewis attend each sub-group and are in a good position to monitor this. They will signal during discussions if a sub-group's approach is significantly out of step with the others.

As mentioned above, it is not a straightforward task to select the best from a range of diverse and excellent nominations, and assessors will often need to use their instincts, gut feeling, personal knowledge and experience when making a decision. We would not want to prevent this and feel that it is entirely acceptable, as long as we have taken the steps described to ensure that each nomination has a fair chance of success.

### The Wider Committee

The assessors are part of a wider Independent National Assessment Committee which ratifies the final shortlist, monitors the success of the Award, its geographical and social spread and its impact on the workload of Lieutenancies and national assessors. The Committee is chaired by Sir Martyn Lewis CBE. A list of the current members is at Annex C.

In recent years the full Committee has met at the following times of year, but these arrangements might change as the membership gets larger:

- November - to reflect on the past QAVS round and policy changes from the subsequent review; and to consider the next QAVS round (e.g number of nominations and geographical distribution)
- Late January - to prepare for the sub-group assessment process
- Mid March - to finalise the shortlist for Royal approval.

### **Code of Conduct for National Assessors**

We ask our QAVS National Assessors to observe the following:

- Keep all assessment discussions and decisions confidential
- Declare any conflict of interest at the start of a sub-group meeting
- Plan sufficient diary time during February each year to be able to read and assess around 60 nominations. If you feel that this is going to be a problem, please tell us at a very early stage (ideally September) so that we can discuss exempting you from the assessment process for that year.
- Make every effort to attend the three scheduled Committee meetings
- Give absolute priority to attending the sub-group meeting and contact the QAVS team immediately if there is likely to be a problem.

\* Examples of conflict of interest might be a friendship with the group leader, a past/current association with the group, living in the same local area as the nominated group.



## 5. National Assessment - a step by step guide

### Step 1: Get access to the QAVS website (on appointment)

When you take on the role of assessor, you will be given access to the QAVS website [www.qavs.culture.gov.uk](http://www.qavs.culture.gov.uk). The QAVS team will set this up for you, using your email address as the username and allocating a password, which you can then change. Do get in touch with us if you are having problems accessing the site.

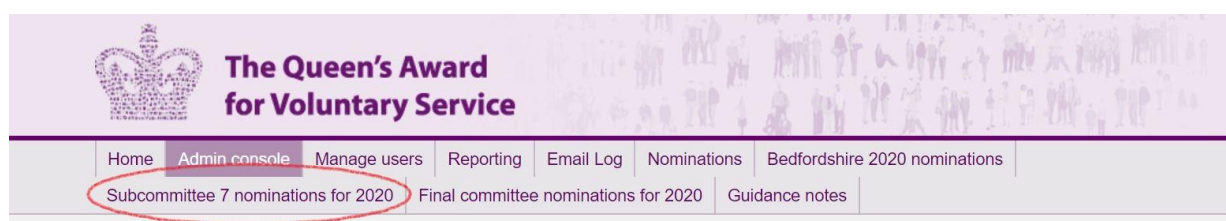
### Step 2: Preparation for the round

The QAVS team will contact you during the year with the following key information. Please look out for it:

- Late summer - confirming full committee meeting dates
- November – confirming your sub-group meeting date. Your attendance is essential.
- Late January – email from QAVS team stating that you are about to receive a notification from the website and providing a spreadsheet template to record your personal decisions.
- Late January – automatic notification from the website (see step 3)

### Step 3: Access your allotted nominations (late Jan)

The Lieutenancies visit and assess their local nominations during Oct–Dec and complete a local assessment report and Lord Lieutenant citation online. They then decide whether to recommend each nomination for national assessment and will click 'recommend/not recommend'. The QAVS team then assigns recommended nominations to the most appropriate assessor sub-group. Once this has been done, you will receive an automatic notification advising you to log on to the website to view your allocated nominations. You can find them by clicking on the tab on the top menu bar showing the name of your sub-group.



### Step 4: Independent assessment before the meeting

You will need to read through each nomination online before the meeting and take an initial view on whether they merit a QAVS. You should record this, along with some brief notes of your reasons, on a spreadsheet sent to you by the QAVS team (see Annex E). It is particularly helpful to note where your decisions are marginal (e.g the weakest 'yes' groups or those where you reluctantly said 'no') to help the sub-group reach an agreement. There are columns for this on the scoresheet.

To access the information for each nomination, click on their name to be taken to their entry in the QAVS database.

Review nomination
Edit
Download PDF
Status: Awaiting subcommittee review

---

Group you are nominating

I nominate the following volunteer group for a Queen's Award\*

Aberdeen Street Pastors

What is the work of the group? What makes it excellent?

What makes their work excellent?

The Aberdeen Street Pastors [ASP] volunteers support the wellbeing of Aberdeen city centre's night-time economy users. Pastors volunteer throughout the night, in all weathers, all-year round, providing practical assistance such as first aid or hot drinks to anyone who requires help, who feels vulnerable or who needs a confidential conversation.

▶ Contact details for the group

▶ About the group leader or main contact in the group

▶ Contact address of the group leader or main contact

▶ Eligibility

▶ Work of the group

▶ Your recommendation

▶ Letters of support

▶ Details of person making the nomination

▶ Local Assessment Form

▶ Where did you hear about the Award?

▶ Ethnic origin

The initial rows contain the information provided by the nominator, including basic information about the group, exceptional aspects of their work and two letters of support from 3<sup>rd</sup> parties. Please read this, as it will be relevant to your decision. You will then come to the local assessment report and citation provided by the Lieutenancy. These record the findings from their due diligence research and personal visits to the group. **These are a key source of information, since the Lieutenancies are asked to clarify the details provided in the original nomination and to bring out any particular features that are worthy of a QAVS.**

- If you feel that **more information is needed on a certain point** you should note this and raise it at the meeting. Occasionally we can ask the Lieutenancy to find this out.

- If a local assessment report or citation is **particularly well-written**, please mention this at the meeting. We are keen to share examples with the Lieutenancies.
- If you feel that a group would make a **good case study**, again please let us know.
- **Please DO NOT click 'Recommend' at any stage.** This is an action for the QAVS team at the end of the process.

### Step 5: Email your completed spreadsheet to the QAVS team before the meeting

Please do this **at least 3 working days before the meeting**, so that we have time to compile the results. It's best to send them to [queensawards@culture.gov.uk](mailto:queensawards@culture.gov.uk)

### Step 6: Compare and agree scores at the sub-group meeting

A member of each sub-group will be nominated to lead the discussion. The QAVS team will record the decisions, as well as brief feedback to provide in confidence to Lieutenancies on request. **NB: Advice on joining video meetings and using Google Meet software is at Annex I.**

#### Lieutenancy observers at the sub-groups

We invite two representatives from Lieutenancies (LLs/DLs/clerks) to attend a sub-group as observers. This provides them with excellent insights into the national assessment process, so we try to give priority to counties that haven't sent anyone in the past, or who have historically low levels of awardees. We ask them to respect the following:

- to keep the outcome strictly confidential until the announcement date on 2 June
- not to interrupt Committee members' discussion and keep any questions to the end of the session.

**Please bear in mind that the observers' impressions of the process will inevitably be fed back to the Lieutenancy community.** Last year we had a brief private discussion at the beginning of each session to allow us to cover any sensitive or confidential points. This might be harder with the video format, but **in 2021 we are having an additional private session in the afternoon where conversations can be more frank).**

### What happens after the sub-group meeting?

The QAVS team will collate the scores for all the sub-groups to produce a shortlist for consideration at the full Committee meeting in mid-March. At this meeting we:

- consider any undecided/ difficult cases;
- agree the final shortlist
- take an initial look at the geographical profile and other aspects
- invite any initial comments about the way the round has worked so far,

The list is then sent to DCMS Ministers for formal submission to the Palace for The Queen's approval.

### **Preparations for announcement**

Once the final list of awardees has been agreed by The Queen, we will send an e-letter to the leaders of successful groups to let them know and to check certain pieces of information. We will also send a spreadsheet with both successful and unsuccessful groups to the relevant Lord Lieutenants. We ask them to note that:

- this information should be treated as **confidential until 2 June**.
- successful groups will be aware, but **unsuccessful groups will not be told until late May**.

### **Feedback on unsuccessful groups**

We often receive requests for feedback from Lieutenancies when a group is unsuccessful. Our policy is not to provide this in detail and not to provide it directly to a group (n.b. other types of Honours do not allow for any feedback at all). However, the QAVS Team will try to make a few notes on each decision, so that we can provide very limited information in confidence to an LL on request and identify any trends.

## 6. Promoting QAVS

Our national assessors have expert knowledge of the QAVS process and this, combined with their professional backgrounds, makes them ideal ambassadors for QAVS. We very much welcome help with the following:

- identifying and meeting umbrella groups in your local area or your network who might be able to promote QAVS to their members (see below)
- attending presentations/events/meetings in your area
- promoting QAVS through your own social media channels.

We can provide leaflets, presentations and social media materials to help with all of the above.



### Our aim in promoting QAVS

We are not necessarily seeking a higher volume of nominations. The current level (around 550 annually) is near the maximum that we can manage to administer and assess at the national and local levels without significantly changing our procedures.

Instead we are trying to make sure that nominations capture the wide range of activities and groups in the 3rd sector at the moment. If you feel that we lack nominations from a particular sector that you have connections with, we would welcome your help in reaching out to a suitable umbrella group and working with them to improve awareness of QAVS.

## 7. Claiming Expenses

The National Assessor role is carried out on a pro-bono basis, but you can reclaim your travel expenses (receipts will be required).

The QAVS team will make hard copies of the claim form available at each meeting. Please complete and sign this. Then either scan or post it back to the team along with copies of your tickets or receipts. We have found that hard copies work best, as the formatting starts to do strange things if the form is filled in electronically.

If you are planning to travel for a QAVS outreach meeting and the cost is likely to exceed £30.00, please contact the QAVS team to check this first. We only have a limited budget!

**Department for Digital, Culture, Media & Sport**

**TSS**  
Travel and Substance Claim Form for non-DCMS staff

**IMPORTANT INFORMATION**

- Reimbursement for travel expenses will be subject to the QAVS team's discretion and will only be made if the claimant has provided receipts for all expenses.
- This form is only for use by QAVS staff.
- Physical receipts are required by the QAVS team.
- The countersigning officer must be a QAVS member or above.
- Upon completion of the form, the QAVS member will send this form and receipts to the QAVS team.
- For further advice please speak to the authorised approver.

**CLAIMANT DETAILS**

Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Home Address: \_\_\_\_\_  
Postcode: \_\_\_\_\_

**PAYMENT DETAILS**

Bank: \_\_\_\_\_  
Address: \_\_\_\_\_  
Name on Bank: \_\_\_\_\_  
Account Number: \_\_\_\_\_  
Sort Code: \_\_\_\_\_

**DECLARATION**

I declare that the expenses claimed are correct and that I have provided receipts for all expenses actually and necessarily incurred by me on QAVS business.  
I have not claimed for any other expenses on this claim.  
I am not claiming more than my out-of-pocket costs.

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

**COST ALLOCATION**

Account Code	Project Code	Expense Head
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9
10	10	10

**APPROVER'S DECLARATION**

I have reviewed the claim and the receipts and confirm that the claim is correct and that the receipts are valid.  
I have not claimed for any other expenses on this claim.  
I am not claiming more than my out-of-pocket costs.

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Grade: \_\_\_\_\_  
Title: \_\_\_\_\_

**COUNTERSIGNING OFFICER'S AUTHORISATION**

I have authorised this claim.

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Grade: \_\_\_\_\_  
Title: \_\_\_\_\_

**WARNING: FALSED CLAIMS COULD LEAD TO PROSECUTION OR A CRIMINAL CHARGE**

## 8. The QAVS Team

**Jayne Law - Head of Honours & QAVS**

Strategic oversight along with Honours  
[jayne.law@culture.gov.uk](mailto:jayne.law@culture.gov.uk)

**Marguerite Weatherseed - Policy Advisor**

Day to day responsibility for the QAVS process and development of policy  
[marguerite.weatherseed@culture.gov.uk](mailto:marguerite.weatherseed@culture.gov.uk)  
tel: 020 7211 2401

**Fiona Darcy - QAVS Administrator**

Responsibility for QAVS administration and social media; interface with public  
[queensaward@culture.gov.uk](mailto:queensaward@culture.gov.uk)  
tel: 020 7271 6206

Do contact us at any stage if you have questions or need advice.

## ANNEX A: ADDITIONAL RECOGNITION FOR COVID-19 SUPPORT

### Background

The government is keen to recognise the crucial role that volunteer groups have played in supporting statutory services and serving their communities during the 2020 lockdown period and beyond. QAVS will be part of that recognition.

### Special designation

In 2021 QAVS will be awarded to the normal variety of groups, but additional special recognition will be given to any awardees who have provided impactful Covid-related support. The award package for these groups will be modified to include:

- a modified version of the QAVS crystal
- the group name listed in a dedicated press release
- an additional certificate signed by Sir Martyn and Secretary of State
- a pin badge for each member of their group

### How will it be judged?

The local assessment form this year included the following questions:

- How has the group's operation been affected by the Covid-19 pandemic?
- During the pandemic has it been able to offer any additional or different services to the community?
- What is the impact of this additional support during Covid-19 (e.g. how has it helped, how many people have been supported, creation of beneficial partnerships etc?).

Once you have identified the groups to receive a QAVS, we will then ask you to consider this additional information and **decide whether any of the successful groups have also made an impactful contribution** in supporting their communities during the pandemic.

### How to judge 'impactful contribution'

There will be a variety of different scenarios to consider. Some groups will have continued their normal activities (eg. food bank) but might have had to put in considerable effort in order to meet the challenges of increased demand, shielding volunteers and tricky logistics. Others will have adapted their normal activities or diverted to new ones in order to provide Covid-related support. If the effort has been significant and has made a considerable difference locally then it would merit the special award.

**The table overleaf gives an idea of where we intend to set the bar for the special designation. We see this as a helpful guideline, rather than a definitive list.** We will seek further examples from national assessors at the pre-assessment meeting on 26th January and provide an expanded list to everyone before the sub-groups meet.

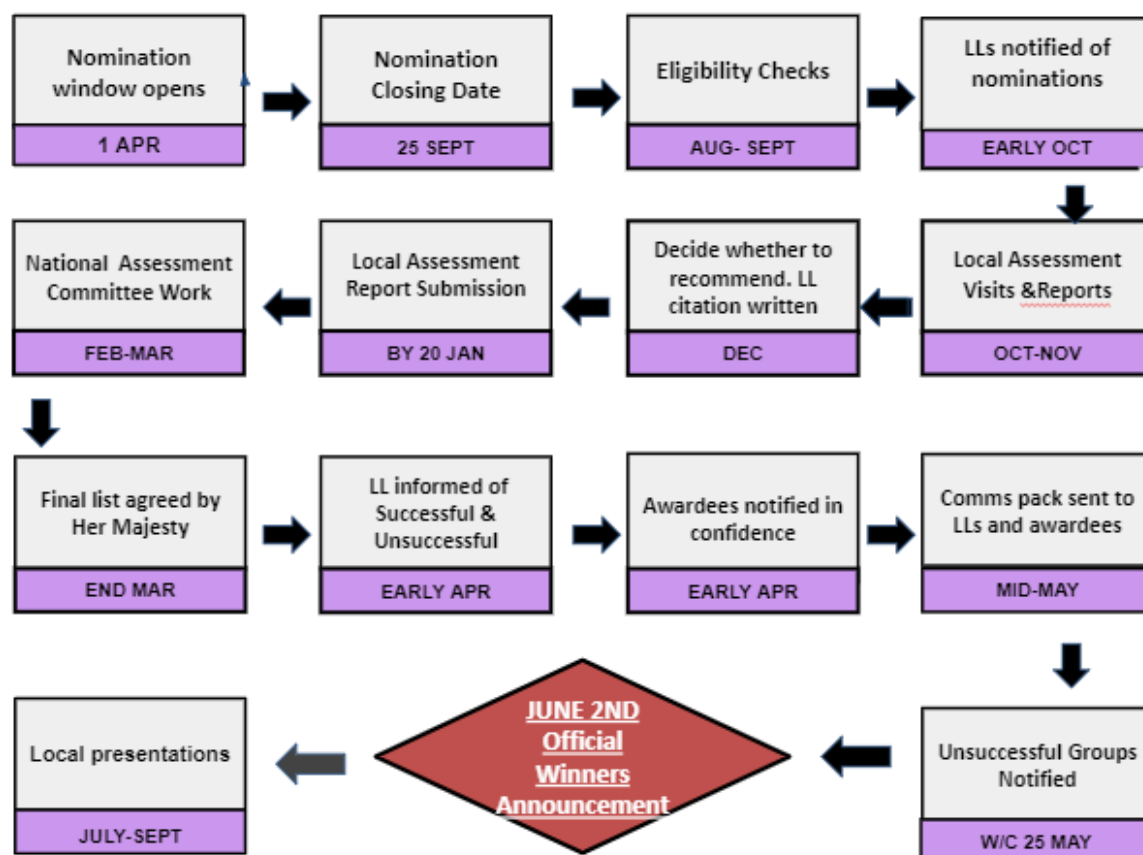


No	Activity	Special designation
1	Running or supporting a food bank or meal delivery service	✓
2	Ongoing help delivering shopping, prescriptions etc to vulnerable people	✓
3	Providing educational materials to help teachers with online classes	✓
4	Making large quantities of face masks	✓
5	Supporting NHS delivering supplies to hospitals	✓
6	Teaching people to get online (e.g. elderly)	✓
7	Providing online/phone counselling or befriending services instead of face to face	✓
8	Helping the homeless get off the streets	✓
9	Changing the normal purpose of the group's activity to provide an additional response to Covid-19	✓
10	Translating UK covid-19 guidance into languages needed by beneficiaries / provided resources for individuals with a disability.	✓
11	Actively reaching out to young people and adults isolated because of Covid-19, through a range of activities to enhance social contact and emotional well being thus preventing mental health deterioration	✓
12	Adjusting the group's normal operating model to remain active during the pandemic	✗
13	Making just a few face masks as a one-off activity	✗
14	Occasional phone calls to beneficiaries to check they are ok	✗

### Announcement

All the awards will be announced on 2 June 2021. We will be careful to balance the messaging so that other QAVS awardees are given proper recognition. However, we will also take the opportunity to highlight the extra support given by recipients of the special designation and include some inspiring stories of the work they have done.

## ANNEX B: DIAGRAM OF THE QAVS PROCESS 2021



## ANNEX C: CURRENT MEMBERS OF THE NATIONAL ASSESSMENT COMMITTEE

Name	Role	Background (nb: full biogs used elsewhere)
Sir Martyn Lewis	Chair	Ex-broadcaster with a range of involvement in voluntary sector including ex-Chair NCVO
Angus Campbell LL	LL rep	HM Lord Lieutenant of Dorset representing LLs on the Committee
Sandra Adair	Assessor	Director of Operations, Volunteer Now, N.Ireland
Paul Blakey	Assessor	Founder of Street Angels and CNI Network
Harris Bokhari	Assessor	Founder & Trustee, Naz Legacy Foundation
Ruth Bravery	Assessor	Voluntary and Community Sector Consultancy
Sylvia Brown	Assessor	Previously CEO Action With Communities in Rural England
Dr Deesha Chadha	Assessor	Lecturer, also involved in national inter-faith and faith education work
Andy Cook	Assessor	Chief Executive, Centre for Social Justice
Jess Cook	Assessor	National Partnerships Advisor, Activity Alliance
Jennifer Crook	Assessor	Director of Operations House of Commons
Emir Feisal	Assessor	Consultant and Trustee of the Henry Smith Charity (grant making)
Dr Phll Friend	Assessor	Consultant on Disability Matters
Bill Howat	Assessor	Chair of New Lanark Trust (2017 - ), Chair/President Volunteer Scotland (2005-2016)
Hayley Jarvis	Assessor	Head of Physical Activity, MIND
Leonie Lewis	Assessor	Charity and Community Consultant : Trustee Interfaith Network UK, Faiths Forum for London
Ramesh Kukar	Assessor	CEO, Slough CVS
Helen Michaels	Assessor	CEO, Digi-Board
Andrew Middleton	Assessor	Charity Consultant, Ex Trustee of a national charity and Ex CEO of two charities
Vicky Mirfin	Assessor	Head of Partnerships, Jack Petchey Foundation
Lizzy Ralph	Assessor	Director of Group Operations, Bradsons Event Services
Tebussum Rashid	Assessor	Head of Organisation Development, Black Training Enterprise Group
Chris Reed	Assessor	Director of Volunteer Mobilisation at the British Red Cross.
Sarah Rossiter	Assessor	Head of Controls Assurance, National Lottery Community Fund
Matthew Seward	Assessor	Assistant Director, Royal British Legion
Mike Smith-Clare	Assessor	Co-founder of The Bread Kitchen
Ben Summerskill	Assessor	Former CEO at Stonewall and the Criminal Justice Alliance
George Thomson	Assessor	CEO Volunteer Scotland
Pippa Warin	Assessor	Arts and Cultural Consultant
Catrina Williams	Assessor	Recently retired as Chief Executive, Children in Wales

## ANNEX D: CATEGORIES AND THEMES FOR SUB-GROUPS

As mentioned in section 4, we aim as far as possible to allocate similar nominations to the same sub-group while also trying to ensure an even workload across the groups. To help us do this, we assign each nominated group to a category that best matches its work. The categories used in 2021 are shown in the table overleaf (p.18)

### A quick note about categories

The categories are only used for internal administration and have no bearing on the types of group that can be nominated or the likelihood of an award. Any type of group can be nominated, as long as it meets the eligibility criteria  
<https://qavs.culture.gov.uk/guidance-notes>.

We also ask assessors to judge each nomination on its own merits and do not set quotas for different types of nomination.

We will change the descriptive categories over time to reflect the activities of nominated groups.

## Categories used for 2021

The categories used in the current round are shown below. The colour coding shows how we plan to assign nominations to sub-groups (nb: this depends partly on the number of nominations in each category). There may need to be a bit of overlap at the margins to make the distribution fair.

Category	Examples
Community services/hub	libraries, shop, CVS groups, hubs, transport, radio, clothes/food banks
Arts	music, dance, theatre, choir, bands
Festivals & events	agricultural shows, events for town/village
Heritage & tourism	museums, historic research groups, restoration of churches/sites of importance, railways, trams
Support for vulnerable	asylum seekers, refugees, homelessness, street pastors,
Advice & counselling	anything specific for mental health, bereavement, mediation services, debt relief advice, affordable therapy
Armed forces	RBL, SSAFA, veterans
Older people	dementia, loneliness and befriending
Empowerment/education	advancing interests, confidence building, skills and training, job help
Sports & outdoor activities in	football, rugby, boxing, athletics, swimming (incl ability-inclusive sport)
Environment & conservation	nature reserves, conservation, canal/river trusts, recycling, city/town clean-up, friends of parks groups
Gardening & allotments	community gardens, in bloom groups, allotments, cemeteries
Emergency response & support	search and rescue, blood bikes, coastguard
Healthcare & support for long-term illness	hospice, hospital volunteers, cancer support, MS groups, long-term illness
Ability/disability	talking newspapers, specific sports/activities for disability, includes learning disability
Children & youth	mentoring, youth clubs, scouts, cadets, school-work
Family & parenting	Home-start, breastfeeding, advice, support for kinship carers
Fundraising plus	quiz and community events etc

## ANNEX E: SUB-GROUP SPREADSHEET EXAMPLES

You will be sent an individual spreadsheet to complete before the meeting. We will then produce a collated version for the group's discussion and circulate it again for use at the meeting. Examples of both are below

### Individual sheet (excerpt)

	QAVS 2020: SUB-GROUP 8	Lieutenancy	Extremely rural (R) Sole nomination (S)	Assessor name [Matthew]		borderline yes	borderline no	QAVS+ y/n	Comments
				Yes	No				
1	[group name]	Lancashire			X				
2	[group name]	Oxfordshire			X				
3	[group name]	Co.Antrim			X				
4	[group name]	Argyll & Bute		✓		•			
5	[group name]	Norfolk	R		X				
6	[group name]	Clywd	R S		X				
7	[group name]	G.London			X				
8	[group name]	Hampshire		✓					
9	[group name]	G.Manchester			X		•		
	etc								

The shading for Lieutenancy areas indicates over/underrepresentation according to nominations by relative popn: dark purple = very high.

### Collated sheet (excerpt)

	QAVS 2020: SUB-GROUP 8	Lieutenancy	Rural/ Sole	Matthew		Deesha		George		FINAL SCORES		borderline yes	borderline no	QAVS+ y/n	Comments
				Yes	No	Yes	No	Yes	No	Yes	No				
1	[group name]	Lancashire			X	✓			X		X				
2	[group name]	Oxfordshire			X		X		X		X				
3	[group name]	Co.Antrim			X		X		X		X				
4	[group name]	Argyll & Bute		✓			X		X		X		•		
5	[group name]	Norfolk	R		X		X	✓		✓					
6	[group name]	Clywd	R S		X		X		X		X				
7	[group name]	G.London			X		X		X		X				
8	[group name]	Hampshire		✓		✓		✓		✓					
9	[group name]	G.Manchester			X	✓		✓		✓		•			

The shading for Lieutenancy areas indicates over/underrepresentation according to nominations by relative popn: dark purple = very high.

The QAVS team will mark the final decisions on the spreadsheet during the meeting. They will also note comments made by the national assessors to use for confidential feedback to the LLs.

## ANNEX F: ASSESSING GROUPS FROM VERY RURAL AREAS

The QAVS assessment form includes questions about the context in which the group are working, so that those operating in more 'difficult' arenas are judged fairly. One of those context factors is 'rurality'. Voluntary action in rural areas is usually small scale, dominated by community volunteers rather than employing staff, and has traditionally filled gaps when public services withdraw through lack of viability. For instance, rural minibuses or taxi transport using volunteer drivers are more viable and responsive than 'big bus' solutions. Community shops and pubs are replacing commercial outlets.

The challenges in operating any group in a rural area are:

**Sparsity** – if transport is involved to take services to the user, or bring users to the service, then the cost of that transport (even if volunteer drivers are used) can be disproportionately high compared with the number of beneficiaries.

**Economies of scale** – a charity retail or service outlet has fewer potential paying customers, and less potential to expand, but lack of local competition can also enable helpful diversification or innovation in the range of services offered.

**Poor Infrastructure** - the 'going online' option has long been thought of as the saviour of both public services and voluntary action in rural areas, but not all rural areas benefit from adequate broadband speeds or even mobile phone signals and many users most in need of voluntary support do not have the equipment.

**An isolated, ageing population** - This usually provides a willing source of volunteers, but also increases the needs for a range of services that housebound or non-car drivers could benefit from - good neighbour schemes, hosting 'day centre' type activity in local halls, organising transport or pub lunches for those who would otherwise be socially isolated.

These four factors may alter your view of the 'impact' the group has in their local context. A group may not deliver to as many users compared to similar groups in urban areas, but that service may be the only source of support for local residents. To find an 'exceptional' rural group, don't just look at the numbers, look for adaptation to the context and innovation. That may be co-location of different services, clever use of online contact with users and unusual relationships with public services, local businesses and landowners.



## ANNEX G: NOMINATION FORM

The questions in the current nomination form are below (nb: these are due to be changed for 2022 onwards).

### **Name of the group**

What makes their work excellent?

Contact details for the group

### **About the leader or main contact for the group**

Name of the group leader/contact

Position held

How long has this person been involved with the group?

Contact address of the group leader or main contact

### **Eligibility**

How long has the group been operating?

How many people are actively involved in the group's work *(to be eligible for an Award, more than half the group's members must be volunteers)?*

No of volunteers - *including unpaid trustees/committee members*

No of staff - *including full time and part time*

Please explain where the group's beneficiaries (ie: the people it helps) live

Do at least half the volunteers have the right of residence in the UK?

### **Work of the group**

Please tell us about the group's volunteers *(for example age, gender, how long involved with the group, the type of work they do for the group)*

Who benefits from the group's work and how many people have benefitted in the last 12 months? *(you may give an estimated number)*

Has the group's contribution been recognised elsewhere? *(for example, in the media, by local government, by other awards)*

### **Your recommendation**

What social/economic/ environmental need is this group meeting for individuals, groups or the whole community? How is it doing this?\*

If there have been significant obstacles to the group's programme, please list them here and say how the group has overcome them.\*

How has the group achieved, or how is it moving towards achieving, some or all of the examples of high standards of excellence in volunteering

Please answer all the following:

- Are there opportunities for volunteers to develop their skills and receive appropriate training or learning?
- Do volunteers receive support and guidance?
- Can volunteers give feedback on what they are doing and how they would like to develop their roles?
- Are there ways for the group to recognise volunteers' contributions?
- Are health and safety procedures in place?
- Are volunteers reimbursed for their out-of-pocket expenses?
- Does the group satisfy requirements to safeguard children and vulnerable adults, if appropriate? These requirements may include Criminal Records
- If needed, does the group have public liability insurance?

### **Letters of support**

Please obtain two letters that endorse the nominated group's contribution from people who are familiar with its work. Supporters must not be volunteers or paid workers in the group. Letters of support must be attached to this form. Please list below the names of the supporters and their relationship (if any) to the group.

### **Details of person making the nomination**

Name, address, phone number, email

Where did you hear about the Award? (tick boxes)

Ethnic origin (tick boxes)

## ANNEX H: LOCAL ASSESSMENT FORM

The local assessments for 2021 used a revised set of questions (below), based on the recommendations of a working group during summer 2020.

*Thank you for conducting the local assessment for QAVS. The comprehensive guidance circulated to Lieutenancies each September provides helpful tips on approaching the assessment and completing your report. This Word document can be used as a working draft, but please upload your final answers to the online form.*

### Group Name:

Please check that the name given by the nominator is correct.

### Assessor's Name and Contact Details:

#### CITATION SUMMARY

1. Please discuss and provide a **short summary of the group's work in one sentence that could be used for their certificate** if they eventually receive a QAVS. The format should be similar to the examples below:

*"Providing advice and practical help to women at risk of domestic abuse." "Transforming derelict land into a vibrant community park" "Providing a valuable befriending service to local elderly people"*

**Max 15 words**

#### WORK OF THE GROUP

2. **Please describe the range of services and activities provided by the group** (suggest 100 words)

*NB: If this is a project/branch of a larger organisation, make sure this refers to the work of the project rather than the larger organisation.*

3. **What evidence is there of the need for the group's work**, e.g. gaps in local provision, lack of similar facilities?
4. **What difference does the group make in meeting the need described above? Please include direct benefits, but also any indirect benefits**, such as preserving heritage or environment, promoting community cohesion among volunteers themselves or contributing to crime reduction. Please ask the group for evidence to support this (e.g. number of people helped, visitor numbers) and provide details below.
5. **If they are a branch of a wider organisation, in what way have they made their work distinctive from that of other groups?**
6. **Does the group operate all year round, or just at certain times of the year** (e.g. a festival)? Please describe.

7. **Please describe the area that the group serves and any challenges such as deprivation, rural isolation, lack of community, unequal opportunities.** Please give examples.
8. **How has the group's operation been affected by the Covid-19 pandemic?** [for 2021 only]
9. **During the pandemic has it been able to offer any additional or different services to the community?** [for 2021 only]
10. **What is the impact of this additional support during Covid-19 (e.g. how has it helped, how many people have been supported, creation of beneficial partnerships etc?).**
11. **Are the group's beneficiaries based abroad or in other parts of the UK?**

If the answer is 'no' please skip to question 12

If the answer is yes, please answer the further questions below:

(a) **If its beneficiaries live elsewhere, is the group itself based entirely locally?**

(b) **In what ways does its existence benefit the local community as well as people elsewhere?**

## ROLE AND STATUS OF VOLUNTEERS

12. No of volunteers
- No of full time paid staff  No of part time paid staff
13. **Do at least half the volunteers have the right of residence in the UK?** (this is an eligibility matter for the Honours System that needs simple confirmation with the group)
 

Yes ☐ No ☐
14. **What roles do the volunteers cover and what does this involve?**
15. **What roles are covered by paid staff?**
16. **Please give an idea of the volume of work put in by volunteers.** Ask the group for metrics if possible, e.g. 'x' number of volunteering hours are provided by 'y' volunteers each week; and/or the number of volunteers expressed as full time equivalents (FTEs)
17. **Which aspects of the group's work rely on volunteers' input?**
18. We look for groups that are volunteer-led, with volunteers having a key input in decision making at all levels. **How are volunteers represented in key leadership roles? In what ways are volunteers leading, setting direction and acting as an inspiration to the rest of the group?**
19. **What evidence is there that the other volunteers can feed in their thoughts and ideas to the leadership through a regular forum or reference group? Does it feel like their own project, or are they just following instructions from paid staff?**

20. **Are there procedures for electing and refreshing the governing body?**

**EVIDENCE OF A WELL-RUN ORGANISATION**

*Before your visit, it is helpful to check how the group is set up (e.g. unconstituted group, registered charity, community interest company etc), as the statutory requirements and published information about the group will be different in each case. The QAVS guidance for Lieutenancies provides ideas about key things to check and how to do this.*

- 21. **Is the group affiliated to a wider group e.g. as a branch/member/partner?** Does the larger group control the activity of the nominated group, or simply act as a source of advice/quality assurance? Please describe the relationship and the degree of control.
- 22. **Where does the group get its funds from?**
- 23. **Are there any concerns about their financial stability?** Please describe.
- 24. **Does the group have safeguarding procedures to ensure that children and vulnerable adults are well protected? What are they?** This may include criminal record checks and/or having a policy on child protection and insurance indemnity.
- 25. **Does the group have adequate insurance to cover volunteers and members of the public with whom they interact?** (e.g. public liability insurance or employee liability insurance?)
- 26. **If relevant to the services delivered, has the group been successfully accredited by a professional body or regulator e.g. Ofsted, Care Quality Commission, HSE?**
- 27. **Has the group achieved any quality mark** eg, from a national sports body or a national umbrella organisation?
- 28. **Has the group achieved any other recognition or gained any awards either nationally or locally?**
- 29. During your assessment **please check to see if any local bodies such as the local authority, police, health, faith or other community organisations have any involvement/support in the activities of the group. If so please check their views** and include your findings below.
- 30. As far as you are aware, **is there any adverse information that might affect the reputation of the group or its volunteers? Are they involved in any disputes or other complaint procedures. Is there any negative publicity about them?**

**INCLUSIVITY**

- 31. **How are volunteers recruited?**
- 32. **Does the group actively plan to encourage a wide range of people to volunteer (ie: from a range of ages, backgrounds, ethnicities and abilities)?** Examples might include placing leaflets in social centres/libraries, welcoming messages on social media/website, providing training opportunities for unemployed volunteers etc.

33. **Does the group reach out to potential beneficiaries that might face barriers to accessing the group's services?** For example, people with mental health conditions, disabled people, lonely or isolated, older people, unemployed etc. Please describe the measures used.
34. **Does the group take any practical steps to make the group's services accessible?** For example, physical access to buildings, adjusting opening hours, means of contact and providing materials in a second language/alternative format.

## EXCEPTIONAL QUALITIES

35. **Which, if any, of the features of the group and its volunteers described above would you see as 'excellent'?**
36. **Are any of these exceptional (i.e. likely to be among the best in the UK)?**
37. **Does any member of the group stand out as being worthy of an individual honour?**  
Please give their name

## LORD-LIEUTENANT CITATION

*The purpose of the Lord-Lieutenant's citation is to summarise the local panel's opinion about the nominated group and to explain the decision to recommend or not recommend it. If the decision is to recommend, then these opinions will be very helpful to the Awarding Committee when making their judgements. The main guidance for Lieutenancies circulated each September provides more advice about drafting the citation, but you might want to bear in the points below when recommending a group to the national assessors:*

- *The citation does not need to repeat the detail provided in the nomination and local assessment report, since the national assessors will have studied this material carefully as well.*
- *Instead, the citation should try to capture what is exceptional about this particular group. For instance, the impact it has made on local people (particularly if the local context is challenging); the ways in which its work or approach is distinctive or different from other groups doing similar things; anything outstanding about the way the group is run; any exemplary qualities in the volunteers themselves.*
- *The citation should be around 400-600 words. It should not be longer than that, but don't make it too short either as this is an important opportunity to 'bring the group to life' for the national assessors.*

## ANNEX I: FREQUENTLY ASKED QUESTIONS

### ASSESSMENT DECISIONS

#### **Q1: Is there a strict limit on the number of QAVS to be awarded?**

We aim for around 250 QAVS each year. There are various reasons for this. First, and importantly, we do not want to devalue QAVS by awarding too many. It should be a special privilege to receive a QAVS. Secondly, we have a set annual allocation of garden party invitations from the Palace and cannot rely on getting that extended. Finally, we have a limited budget for administering the Award.

#### **Q2: Are there quotas for different parts of the country?**

There are no formal quotas, but we monitor the situation over time to make sure that awards aren't significantly out of line with levels of population. We tend to focus on larger regions, rather than individual counties, as it would be unrealistic to expect areas with very small populations to receive a QAVS each year.

#### **Q3: How do we know whether our approach is in line with other sub-groups?**

We respect your professional judgement and don't want to be overly prescriptive, but we do need to avoid accusations that the process is unfair. You should:

- consider the description of what we are looking for in the bullets on page 5 of this manual and decide which of the groups fit that description in an exceptional way (*volunteer-led, exceptional vs comparable groups, making a considerable difference locally, well-run, outstanding reputation locally*).
- aim to recommend about half of the nominations for your sub-group.
- rank your top 10 and weakest 10 nominations before your sub-group meeting. This will enable us to ensure consistency across all the sub-groups and identify good case studies for guidance packs. This is a new requirement from 2020.

Sir Martyn and the QAVS team attend each sub-group to ensure consistency and will be able to signal during the process if your judgements are significantly different from other groups. There will be an opportunity to discuss this at the start of the meeting (without observers present).

#### **Q4: Should we take into account the fact that a group has a significant anniversary this year?**

This should not affect the decision to award a QAVS, as it would not be fair to other nominated groups who might be better.

#### **Q5: What if the sub-group members can't agree?**

Most sub-groups will have an odd number of members, allowing for a majority decision. Very occasionally there will be an even number. If necessary, Sir Martyn and the QAVS Team will facilitate a decision.



## ELIGIBILITY

### **Q7: What if the group's activity is largely about fundraising?**

Groups involved in fundraising activities are only eligible for the Award if their work extends beyond fundraising (i.e. this is not the only thing they do). In particular, their fundraising activity should

- involve volunteers
- focus on creating or hosting a series of events or local activity, rather than simply asking for donations
- provide a clear benefit to the local community.

### **Q8: Are 'national' organisations eligible?**

The Award is aimed at local groups of volunteers, rather than national charities. However, we do recognise that a local section of a national charity might develop a distinct identity and devise initiatives that go much further than the national 'model'. In those circumstances, we would consider their nomination and, if successful, award it to the local group rather than the national charity.

### **Q9: Are animal charities eligible?**

Groups operating solely for the benefit of animals are NOT eligible. However, if the group's work also provides a social, economic or environmental service to the community, then they can be nominated.

### **Q10: Are groups in a statutory setting (e.g. hospital, prison, court, school) eligible?**

Yes - although as with all nominations, they should highlight the specific role of volunteers as compared with paid staff. The volunteers should be operating independently of the organisation and doing more than boosting the normal operations of the statutory group.

### **Q11: What if the main work of the group is done by one person?**

It might be more appropriate to nominate them in confidence for a National Honour. You can do this by visiting <https://www.gov.uk/honours>.

## JOINING A VIDEO MEETING

### **Q12: How do I join a video meeting**

We use Google Meet for video meetings. When the meeting is set up we will send you an automatic calendar invite. Please click yes/no to indicate whether you can attend. There are two ways to join the meeting:

- (i) if you have a Google account you can add the meeting to your calendar. Then just go to the calendar entry and click the blue icon 'Join with Google Meet'
- (ii) the QAVS team will also include a link to the meeting in the agenda. Click on this link.

### **Q13: I don't have Google Meet**

You can still join by using the link sent by the QAVS team (see Q12 above). Click on this and follow the instructions.

**Once you are in the meeting, please note the following advice:**

- For large meetings, we ask everyone to keep their **microphones muted** unless they are speaking.
- If your connection is weak, it can help to **turn your camera off**
- If you want to make a point or put forward a question to be answered, you can type this in the **chat bar** at the top of the screen
- If you would like to speak, you can either click on the '**raise your hand**' icon or alternatively raise your hand (if your camera is on). The former can be easier for the chair to spot.
- You can change the **layout** (how everyone's pictures are arranged) using the 'change layout' button.



## LEAFLETS AND PROMOTION

### **Q14: Are there any flyers or leaflets you can send me?**

We are able to send digital versions of flyers that you can print off as needed. We can also provide hard copies for an event, if given sufficient notice. We have a short briefing sheet and presentation slides that can be used for external meetings. Please contact us to discuss your needs.

### **Q15: Does QAVS have social media?**

We use social media extensively and would encourage you to follow us and share our posts

Twitter: @queensawardvs

Facebook @queensawardvs

Instagram: <https://www.instagram.com/dcmsgovuk/>

### **Q16: How can I promote QAVS on social media?**

You can follow the QAVS posts on Twitter, Facebook and Instagram and share them. You could also create your own posts to tell people how to nominate, remind them to do this, publicise the closing deadline and, especially to celebrate local awardees and presentation ceremonies.

Tips:

- Make sure you use the QAVS hashtags so that we can like, repost and comment

- Use the @DCMS hashtag along with regional larger organisations (Mayor, CVS, Councils etc.) to help spread the word
- Use photographs, video and images - the more colourful the better

The QAVS team can supply graphics and templates and suggested content to help with this.

## ACCESSING THE QAVS WEBSITE

### **Q17: My password is not strong enough**

The password needs to come up as 'very strong' before it will be accepted. We suggest a long password for greater security. Consider using a phrase or a song lyric, adding numbers, symbols or more letters to make it stronger e.g. **Qavs2014££**. The '£' sign is generally a good option for passwords, as it is less likely to be used by international hackers.

### **Q18: I have forgotten my password**

You can click on the password reset button to reset your password. The website will send a password reset link to the email address that your account is registered with. If you cannot see the link, check your spam folder. If you are having problems, contact us at [queensaward@culture.gov.uk](mailto:queensaward@culture.gov.uk) and we can re-set it for you.

### **Q19: My account is locked**

Contact the QAVS Team at [queensaward@culture.gov.uk](mailto:queensaward@culture.gov.uk) and we will help you.

## ANNEX J: EXAMPLES OF PAST AWARDEES

Type of work	Group name and website
<b>Counselling</b>	The Aisling Centre <a href="http://www.theaislingcentre.com">http://www.theaislingcentre.com</a> The Magdalene Project <a href="https://www.themagdaleneproject.co.uk">https://www.themagdaleneproject.co.uk</a> The Lowdown <a href="http://thelowdown.info">http://thelowdown.info</a> PF Counselling <a href="https://www.pfcounselling.org.uk">https://www.pfcounselling.org.uk</a> Devon Rape Crisis & Sexual Abuse Service <a href="http://www.devonrapecrisis.org.uk">http://www.devonrapecrisis.org.uk</a>
<b>Community gardening</b>	Patchworking Garden Project <a href="http://patchworkinggardenproject.co.uk">http://patchworkinggardenproject.co.uk</a> Mudlarks Community Garden <a href="https://mudlarksgarden.org.uk">https://mudlarksgarden.org.uk</a> Garadh a' Bhagh a Tuath (Northbay Garden) <a href="http://www.garadh.co.uk">http://www.garadh.co.uk</a> Gro Organic CIC <a href="https://www.gro-organic.co.uk">https://www.gro-organic.co.uk</a>
<b>Family work</b>	The Chiltern Child Contact Centre <a href="https://chilternchildcontactcentre.org.uk">https://chilternchildcontactcentre.org.uk</a> West Sussex Mediation Service <a href="https://wsms.org.uk">https://wsms.org.uk</a> FACES Bedford <a href="https://www.facesbedford.org">https://www.facesbedford.org</a> Grant A Smile <a href="https://www.grantasmile.org.uk">https://www.grantasmile.org.uk</a>
<b>Homeless support/ food bank/ low income support</b>	Roundabout (West Midlands) <a href="http://www.roundaboutevesham.org.uk">http://www.roundaboutevesham.org.uk</a> Re:dish <a href="https://redishcharity.wordpress.com">https://redishcharity.wordpress.com</a> Hambleton Foodshare <a href="https://hambletonfoodshare.org.uk">https://hambletonfoodshare.org.uk</a>
<b>Arts festival</b>	North East Open Studios <a href="https://www.northeastopenstudios.co.uk">https://www.northeastopenstudios.co.uk</a> Bedfordshire Festival of Music, Speech and Drama <a href="https://www.bedfordshirefestival.org.uk">https://www.bedfordshirefestival.org.uk</a> The Antrim Festival Group <a href="https://www.facebook.com/antrimfestival">https://www.facebook.com/antrimfestival</a>
<b>Youth engagement</b>	Hafway <a href="https://www.hafway.org">https://www.hafway.org</a> Free@last <a href="https://www.freeatlast.st">https://www.freeatlast.st</a> OYAP Trust <a href="http://www.oyap.org.uk">http://www.oyap.org.uk</a> The Prince of Wales Youth Club <a href="https://www.princeofwalesyouthclub.co.uk/">https://www.princeofwalesyouthclub.co.uk/</a>
<b>Music/dance engagement</b>	Bloco Ashê Bury Community Samba Group <a href="http://www.blocoashe.co.uk">www.blocoashe.co.uk</a> Kearsley Youth Brass Band <a href="https://www.facebook.com/KearsleyYouthBrassBand">https://www.facebook.com/KearsleyYouthBrassBand</a>
<b>Enhancing and supporting community life</b>	St Tudy Community Shop <a href="https://www.sttudyshop.co.uk/">https://www.sttudyshop.co.uk/</a> Benn Partnership Centre <a href="https://www.bennpartnership.org.uk">https://www.bennpartnership.org.uk</a> Eardisland Community Shop <a href="http://www.eardisland.org.uk/index.php/65-community/eardisland-community-shop">http://www.eardisland.org.uk/index.php/65-community/eardisland-community-shop</a> Richmount Rural Community Association <a href="http://www.richmountruralcommunityassoc.btck.co.uk">http://www.richmountruralcommunityassoc.btck.co.uk</a> Rural Coffee Caravan Information Project <a href="http://ruralcoffeecaravan.org.uk">http://ruralcoffeecaravan.org.uk</a>

<b>Animal charity benefiting humans</b>	Wag & Company North East Friendship Dogs <a href="https://www.wagandcompany.co.uk">https://www.wagandcompany.co.uk</a> Battersea Dogs & Cats Home Chelsea Pensioner Visiting Volunteers ("BCPVV") <a href="https://www.battersea.org.uk">https://www.battersea.org.uk</a>
<b>Mental health</b>	The Open Door Centre <a href="http://theopendoorcentre.org">http://theopendoorcentre.org</a> Sport in Mind <a href="https://www.sportinmind.org">https://www.sportinmind.org</a> Buckinghamshire Mind <a href="https://www.bucksmind.org.uk">https://www.bucksmind.org.uk</a>
<b>Supporting/em powering those with disabilities</b>	Autism Bedfordshire <a href="https://www.autismbedfordshire.net/">https://www.autismbedfordshire.net/</a> Mae Murray Foundation <a href="http://www.maemurrayfoundation.org/">http://www.maemurrayfoundation.org/</a> Somerset Sight <a href="https://www.somersetsight.org.uk">https://www.somersetsight.org.uk</a> Drama Express <a href="http://www.drama-express.org">http://www.drama-express.org</a> DanceSyndrome <a href="http://dancesyndrome.co.uk">http://dancesyndrome.co.uk</a>
<b>Activities and services for elderly or socially isolated</b>	Activity in Retirement (AIR) Macclesfield <a href="https://airmacclesfield.com">https://airmacclesfield.com</a> OPAL <a href="https://www.opalservices.org.uk/">https://www.opalservices.org.uk/</a> CARE in East Grinstead and Lingfield <a href="https://www.careineastgrinstead.co.uk">https://www.careineastgrinstead.co.uk</a> Ham and Petersham SOS <a href="https://hamandpetershamsos.co.uk">https://hamandpetershamsos.co.uk</a> Neighbours in Poplar <a href="https://www.neighboursinpoplar.com">https://www.neighboursinpoplar.com</a> Get Older Adults Online (GOAL) <a href="https://theprojectgoal.org">https://theprojectgoal.org</a>
<b>Work with the vulnerable, ex-offenders, those with addictions etc</b>	Futures Unlocked <a href="https://futuresunlocked.org">https://futuresunlocked.org</a> The Right Key <a href="http://www.therecoverycafe.org.uk">www.therecoverycafe.org.uk</a>
<b>Sport</b>	Coaching 4 Christ <a href="http://www.coaching4christ.co.uk">http://www.coaching4christ.co.uk</a> Marshall Milton Keynes Athletics Club <a href="http://www.mkac.org.uk">http://www.mkac.org.uk</a> March Amateur Boxing Club <a href="https://www.facebook.com/MarchAmateurBoxingClub">https://www.facebook.com/MarchAmateurBoxingClub</a> Monkstown Boxing Club <a href="https://www.monkstownboxingclub.com">https://www.monkstownboxingclub.com</a> Alpha United Juniors Football Club <a href="http://www.alphaunitedjuniors.com">http://www.alphaunitedjuniors.com</a> Sport Aberdeen <a href="https://www.sportaberdeen.co.uk">https://www.sportaberdeen.co.uk</a>
<b>Supporting emergency services</b>	Merseyside and Cheshire Bloodbikes <a href="https://mcbloodbikes.org">https://mcbloodbikes.org</a> SERV - Suffolk and Cambridgeshire <a href="https://servsc.org.uk">https://servsc.org.uk</a> Crowborough Community First Responders <a href="https://crowborough-cfr.co.uk">https://crowborough-cfr.co.uk</a>
<b>Minority group support</b>	Yemeni Community Association <a href="http://www.yca-sandwell.org.uk">www.yca-sandwell.org.uk</a> LGBT Foundation Village Angels and Haven Volunteers <a href="https://lgbt.foundation/villageangels">https://lgbt.foundation/villageangels</a> Reading Refugee Support Group <a href="http://www.rrsg.org.uk/reading-refugee-support-group">http://www.rrsg.org.uk/reading-refugee-support-group</a> Cooltura- Polish Community Centre <a href="https://coolturani.co.uk">https://coolturani.co.uk</a>

<b>Supporting hospitals, hospice or those with long term health conditions</b>	<p>Berkshire Healthcare NHS FT 'Volunteers' <a href="https://www.berkshirehealthcare.nhs.uk">https://www.berkshirehealthcare.nhs.uk</a></p> <p>Breathe Easy Clackmannanshire <a href="https://en-gb.facebook.com/BreatheEasyClackmannanshire/">https://en-gb.facebook.com/BreatheEasyClackmannanshire/</a></p> <p>Stranraer Cancer Drop-in Centre <a href="http://scdic.org.uk">http://scdic.org.uk</a></p> <p>Bay Trust Radio <a href="https://www.baytrustradio.org.uk/">https://www.baytrustradio.org.uk/</a></p> <p>Manx Cancer Support Group <a href="http://manxbreastcancersupportgroup.com">http://manxbreastcancersupportgroup.com</a></p> <p>Horatio's Garden, Salisbury <a href="https://www.horatiogarden.org.uk/the-gardens/horatios-garden-salisbury/">https://www.horatiogarden.org.uk/the-gardens/horatios-garden-salisbury/</a></p> <p>Volunteers of St Luke's Hospice, Sheffield <a href="http://www.stlukeshospice.org.uk/volunteer/about-volunteering">www.stlukeshospice.org.uk/volunteer/about-volunteering</a></p>
<b>Improving the local environment</b>	<p>Lichfield &amp; Hatherton Canal Restoration Trust <a href="https://www.lhcrt.org.uk">https://www.lhcrt.org.uk</a></p> <p>Portishead in Bloom <a href="https://www.portisheadinbloom.org.uk">https://www.portisheadinbloom.org.uk</a></p> <p>Friends of Red House Ramble <a href="http://www.redhouseramble.org.uk/about">http://www.redhouseramble.org.uk/about</a></p> <p>Friends of Pontypool Town <a href="https://www.facebook.com/friendsofpontypooltown">https://www.facebook.com/friendsofpontypooltown</a></p>
<b>Theatre/arts facility</b>	<p>Portico of Ards <a href="http://www.porticoards.com">www.porticoards.com</a></p> <p>Progress Theatre <a href="http://progresstheatre.co.uk/">http://progresstheatre.co.uk/</a></p>
<b>Museum/library volunteers</b>	<p>Harbury Village Library and Biblio's Cafe <a href="http://www.harburyvillagelibrary.org.uk">http://www.harburyvillagelibrary.org.uk</a></p> <p>The Friends of Langham Dome <a href="https://langhamdome.org">https://langhamdome.org</a></p> <p>Ullapool Museum Trust <a href="http://ullapoolmuseum.co.uk">http://ullapoolmuseum.co.uk</a></p>

