



# 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

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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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### **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 businesses. 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  
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## **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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Email: [info@parkview4u.org.uk](mailto:info@parkview4u.org.uk)  
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."























