

Friends Connect

Attend 

Putting volunteering at the heart of health and social care.

Issue 17 Summer 2009



Welcome from the Chairman



Pam Morton and Peter Green celebrate Attend members being awarded the Order of Mercy. Photo by Sean Michael.

We are now more than half way though our Diamond Jubilee Year, the past eight months have seen much celebration. The Attend flame has started its journey from Scalplay Care Unit and is continuing its way through the country. The Diamond Jubilee Awards have been launched, celebrating innovation, retail success and dedication to volunteering. Yet to come this year is the 2009 AGM and parties across the country to mark Friends Week. As well as new projects within Attend Retail, Attend Creative and Attend Academy. We have so much to look forward to, not just this year, but over the next 60 years.

And, what an exciting year it has been so far!

Not only is it our Diamond Jubilee, but I have received an OBE in the Queen's birthday honours and been presented with an Order of Mercy. Both the OBE and the Order of Mercy have completely shocked and delighted me. People keep asking which means the most, and I can honestly say that they are both equally important to me. To be recognised in the Queen's Birthday Honours for services to the voluntary sector makes me part of an alumni I would never have imagined I would be a part of. I honestly cannot believe this has happened, I cannot stop smiling. It means the world to me personally but I hope it also gives some recognition to all

the volunteers who give their time every day making such a huge difference.

Volunteering helps both the one that's giving and the one that's receiving. What I think is special about volunteering is that it brings humanity to a lot of things that could be very formal, clinical and sometimes frightening. Similarly the Order of Mercy is such a prestigious award, and has the special attribute that it recognises voluntary efforts in hospitals, which makes me feel close to roots of the volunteering I so passionately believe in.

Pamela A. Morton

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Celebrating extraordinary volunteers



All the winners of this year's Order of Mercy awards at Mansion House. Photo by Rosemary Hudson.

Attend members were presented with Order of Mercy medals at a ceremony at Mansion House on the 15th July. The medals were presented by Sir Robert Balchin on behalf on the League of Mercy. Usually 20 awards are made a year, but this year, being both Attend's 60 anniversary and the League of Mercy's 110th anniversary, it was considered appropriate to celebrate by giving 15 of Attend's most dedicated and long serving Volunteers the medal.

All the winners agreed that the medals were symbolic of the value and importance of volunteering to health and social care in the UK. There was the feeling that they were accepting the awards on behalf of all volunteers and were very proud to have been selected to represent their fellow volunteers running ward trolleys, tea bars and community projects up and down the country. Rose Reid, Chairman of The

"I think it's tremendous. I feel that awards like this not only recognise the individual but also the volunteering done by everybody. It makes it all worthwhile."

Kathy Sheldon, Chairman of The Friends of Barnes Hospital

"I really feel that I'm accepting this award on behalf of the Burton Hospital League of Friends. I've been Chairman for 19 years and I'm picking it up on behalf of everybody else."

Pauline Spratt

League of Friends for Peterhead Ugie and Community Hospital "would give them all a medal."

The winners were:

Jeanne Nichols, Kathy Sheldon, Kathleen Fox, Margaret Parr, Joan Driver, Pauline Spratt, Rose Reid, Clive Fletcher, Connie Foster, Alan Charlton, Candy Baker, Eric Allen, Faith Humphries, Phil James and Pamela Morton.

The Attend flame bursts into life

The Attend Flame has been travelling down the UK in order to reach head office in time for the AGM in October. It started with our Northern most groups in Scotland and has been passed from member group to member group and is now coming down through England and Wales.

The Flame has travelled between groups by many different modes of transport; including, marathon runner, ferry, vintage

car, sponsored walk in historical costume and bag pipe band. It is due to be transported further South by; steam train, fire engine, dog walk, pony and trap and by a Blood Runners motorbike.

You can follow the flame's progress on the website: www.attend.org.uk
Photographs of the events are also posted on our Facebook page.



Friends of Astley Ainslie Hospital hand over to the Friends of the Borders General Hospital with the help of the Veteran Car Association. Photo by Kat Gollock

Meet the new team

We are very pleased to be able to welcome two new Regional Chairs to Attend, Colin and Candy and Bridget, who is working on Attend ABI at head office.

Colin Wilkinson – West Midlands



Colin began his nursing career in 1959 as a Cadet Nurse at St Matthew's Hospital in Stafford. He became a Registered Mental Health in 1965. After taking early retirement he became Chair of Stafford Hospital's League of Friends. He is also a Trustee of Katharine House Hospice, a Local Authority appointed Governor of Oakridge Primary School and a Member of The Rotary Club.

He has been married to Cynthia for over 40 years with whom he has one son, Christopher who has given them two beautiful grand-daughters, Kiera and Courtney. He also has a pet Labrador called Samson.

Colin is a member of Warwickshire Cricket Club and of his local Clay Pigeon Shooting club. He enjoys going to the theatre, and dining out with friends. In his spare time, he also enjoys wood-turning and listening to music, particularly Queen and Cliff Richard!

Candy Baker – South West



Candy is a woman that has shown boundless amounts of energy throughout her volunteering years. Her main interest is in palliative care, an area in which she shows great commitment.

Candy has known what healthcare was like before the NHS as she had a medical background and from the age of 13 was on an appeals committee for her local hospital. At 22 years, Candy in the height of her nursing career got married. As it was forbidden for married women to work in the profession, she chose to channel her energies through volunteering.

Candy has a disabled daughter and her husband was diagnosed with brain cancer. Attend believe her efforts have been extraordinary as she tirelessly puts forward the well being of others before herself. Candy is absolutely committed to the support of patients, staff and visitors connected with the League of Friends of Stratton Hospital.

Bridget Foley – Job Coach



Bridget is working in Attend ABI as a Job Coach supporting clients with acquired brain injury back into the work place. In particular, her role is

to develop useful contacts with employers across all sectors to achieve work placement and/or employment for the clients.

Bridget has over 20 years experience in people management. The last nine years working in training and development at the Chartered Institute of Personnel and Development (CIPD) working with organisations and individuals across the private, public and voluntary sectors to develop their full potential using a wide range of skills including coaching, mentoring, career transition and change management.

In her spare time she volunteers as a school governor and has a particular interest in special needs education. She is a church liturgist and sings alto for a small community choir. Bridget is married with two daughters, Sarah 20 and Hannah 12.

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Helping others to learn with Haringey Shed



Trainers and students at ActionSpace

“Since the end of the course I have continued to work with some of the participants in our studio projects and have really felt that the confidence the mentor trainees have gained continually shined through.”

Lisa Brown, Course Tutor



The next course

Helping Others to Learn runs from Saturday 12th September to Saturday 12th December 2009 at the Bernie Grant Arts Centre in Seven Sisters, London.

Helping others to learn is a course that trains people with learning difficulties to help others develop a creative outlet through the Arts. The course aims to enable the students to get jobs in the visual and theatrical arts.

Attend Academy designed the course for ActionSpace, a leading visual arts charity working with adults with learning

difficulties. Accredited by the Open College Network, the course gave the students the skills, knowledge and confidence to earn income through selling their artwork and becoming workshop assistants.

All the students passed with flying colours and the course has now been redesigned for Haringey Shed. Haringey Shed is an inclusive youth theatre project. Children

and young people of all backgrounds and abilities can participate in live theatre and workshops.

Over a series of practical workshops starting this September, participants learn how to unlock and develop their own stories and to share these skills to help others become storytellers.

Friends Week party: 19-25 October

Friends Week is a time to celebrate the work of Friends Groups across the UK. It's a great opportunity for your group to recruit more volunteers, raise awareness, gain more media attention and boost your fundraising activities. Throw a party and join us in celebrating Attend's 60th birthday.

Join with hundreds of Friends Groups across the UK and be part of something big. Together we will show how much of an impact we can have on our local communities.

Friends Week is the perfect time for you to through a party. You could hold a fundraising afternoon tea party and invite your patients, service leaders and volunteers. Attend will provide you with posters to advertise your event.

We're holding a competition the best Friends Week Parties. There will be prizes for:

- The most unique/biggest/best decorated cake
- The most colourful party
- The most money raised
- The most unusual party

- The highest number of partygoers
 - The most original setting.
- Prizes are likely to include; vouchers, champagne, chocolate and free tickets.

Find out more

Visit the website for details of how to enter the competition and to register your event: www.attend.org.uk



Introducing Attend ABI



Attend ABI staff and clients involved in a motivating workshop. Photos by Gary Meyer

After discovering that there were no similar projects south of Birmingham in the UK, we have recently launched an exciting new project in our head office in London to help adults with Acquired Brain Injuries (ABI) contribute more fully to society.

We now have a small group of clients who have received a brain injury; some through strokes and some through accidents and violence, they have been referred to us by their doctors or through the Department of Work and Pensions. In head office they are getting involved in training and development programmes including work preparation, mock job interviews and CV writing.

Attend staff members are volunteering their time to become a friendly point of contact for the ABI clients to be able to discuss their progress and help with any of the more practical problems that can result from an Acquired Brain Injury, such as memory loss. The volunteers are noting down any deadlines and pieces of work the ABI clients have for the training programmes and are

able to remind them to ensure that they don't fall behind.

Some of the ABI clients are volunteering in our head office to gain valuable work experience. Attend Creative has got two hard working volunteers from the project already. In fact, these photographs of the project in action are by one of the clients who has joined our team of volunteer photographers.

It's the first time we have actually had the beneficiaries of one of our projects in the offices with us, so it's very much a new and exciting experience.

For more information about Attend ABI and the other projects we run, visit: www.attend.org.uk/what-we-do/

The need for this project

Each year more than 1 million people will attend hospital in the UK as a result of an acquired brain injury, of which 100,000 are left with a significant disability. It is the foremost cause of death and disability in young people and children and is the largest cause of acquired disability in the UK today. It is thirty times more common than spinal cord injury.

Few specialist services exist to support people in the community with this condition, despite the highly complex nature of the difficulties experienced by people with acquired brain injury. Very often there is no physical damage and brain injury is often referred to as the 'Hidden Disability'.

The impact of such injuries is that over 80% of those sustaining a severe brain injury will remain unemployed after five years, and without intervention will have an 85% chance of lifetime unemployment as a result of their injuries.

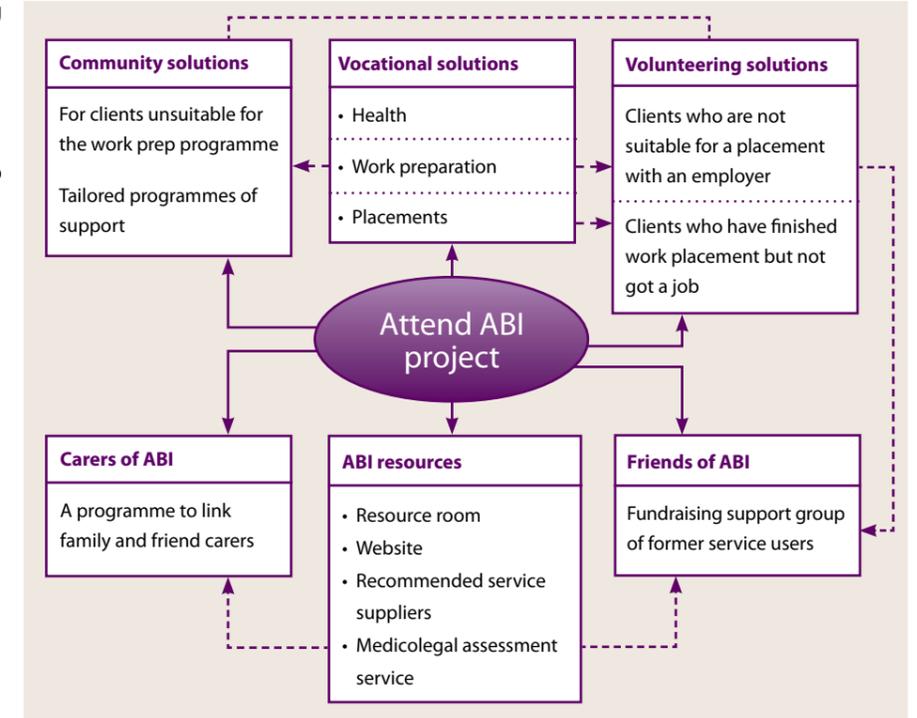
We are committed to developing a holistic programme, where each client who makes contact is offered some sort of support which meets their immediate needs, but also helps put them on a path to achieve their longer term goals. We will also offer clients a chance for longer term involvement and the possibility to help support future service users through volunteering and fundraising.

How the programme works

Attend ABI is designed for adults of working age who have acquired a non-progressive brain injury. (A non-progressive brain injury means that a significant amount of recovery can take place with the right training.) The service is aimed at clients who have substantially completed their medical rehabilitation but need our help to prepare themselves to re-enter work.

The programme provides individuals with specialist neurorehabilitation services that will assist them to manage the cognitive, behavioural and emotional effects of brain injury so that they will be able to cope with employment, education or training. We provide structured work placements and volunteering as well as rehabilitative support both within and outside of their workplace.

Research studies from the UK and abroad indicate that only about a third of adults who sustain a significant and non-progressive brain injury manage to return to work without rehabilitation. It has however been demonstrated by a number of more recent studies that with occupationally focused rehabilitation a further third of significantly brain injured adults can return



to, or find a job or training that suits them.

This Vocational Programme helps the clients to recognise and enhance the skills and abilities they still possess after their brain injury. Any acquired effects of the brain injury is also thoroughly assessed to

enable the individual to develop strategies to effectively compensate for their new found difficulties within the work place. The emphasis is on designing an individual vocational rehabilitation programme for each person.

What are the common problems associated with an Acquired Brain Injury?

The most common problems are cognitive difficulties (memory, concentration, attention, problem solving etc.) and behavioural problems (especially anger management, impulsiveness and self control problems).

There can also be personality changes and sensory problems. Physical problems can include motor and communication problems and chronic fatigue.



Attend across the UK – regional conferences update



Nichole Wheaton, Membership Services Manager astride a SERV motorbike at the South East England conference. SERV are a new Attend member group.

This year the Regional conferences have been bigger and better than ever before to celebrate the Diamond Jubilee. There's been cake, music, motorbikes, memories and much more besides.

There are still more conferences to come, so check out the Dates for your Diary at the back of this issue of Friends Connect to find out when a Regional conference will be happening near you.

The South East Regional Conference sponsored by AFL was held in May in Guildford was an opportunity to recognise the achievements of Attend member groups in the South East.

There were workshops and presentations by speakers on a range of topics as well as a lively panel debate with the opportunity for delegates to join in with questions and comments. The day provided a great opportunity for members to meet other members from all parts of the South East Region and we were joined on the day by, Anne Milton MP for Guildford, Catherine McLoughlin Chairman of the Time for Health partnership and Daphne Fagan from AFL.

There was a very interesting presentation by SERV (Service by emergency riders volunteers), also known as the 'Blood Runners'. A charity that deliver blood

products to the accident and emergency hospitals across Southern England at night free of charge whenever and wherever it's urgently needed. The charity is run by dedicated volunteer motorcyclists and drivers who give their time and petrol to do their bit using their bikes and cars to help others who need emergency supplies of blood. They provide a service that has saved many lives.

The London Conference took place in June at the Barclays building in Canary Wharf.

The morning involved a series of workshops with themes ranging from 'Volunteering in the credit crunch' to 'Polyclinics'.

In the afternoon the Chair of Attend, Pamela Morton gave a speech celebrating 60 years of Attend and talked about some of her early experiences as a volunteer. She then cut an Attend cake, which had been made by Chief Executive, David Wood's Mother.

This was followed by 'Speed Networking', which involved members taking part in five 10 minute discussions on topics ranging from 'Computing for All' to 'Maternity'.



John Wills spoke passionately about the future of volunteering in the East. Photo by Aidan Zubkonis

Also in June, the Eastern Regional Committee hosted the first of two regional events for the Attend Diamond Jubilee celebration. Held at the Central Baptist Church Chelmsford groups from all over the county and the region attended to celebrating volunteering within the region.

On the topic of Past, Present and Future, three speakers delivered strong presentations regarding their work.

Past highlights were splendidly conveyed by Dorothy Barlett who has been volunteering with the League of Friends of Saffron Walden for over 35 years and spoke about her motivation and the types of work and service delivered by the volunteers.

Present highlights were delivered by John Wills from the new member group Greenpath Ventures who are an outward bounds charity working with clients with mental health issues. Through John's engaging and humorous delivery the audience saw just how exciting and adventurous volunteering can be.

The Future was taken care of by Pam Morton and David Wood, Attend's Chair and Chief Executive in a speech emphasising Attend's vision for the future of volunteering.

Working to improve mental health



The first Attend Mental health conference. Workshops and performances by Reach4Dance, a group who uses dance and music for therapeutic ends in hospitals, day centres and many mental health settings. Photos by Sharon Shahani

We are bringing together experts in Mental Health, practitioners and service users for the second Mental Health conference on 24th September 2009 at the London head office.

This year, we will be looking at ways to promote best practice among Volunteer Managers working in mental health care. In the last five years a huge amount of research has been done in to which practices in mental health treatment are effective and which are not, and with one in four of us experiencing a mental health problem at some point in our lives, we hope this conference will help raise awareness and support Volunteer Managers in their work.

The talks and workshops at the conference will focus on ways in which knowledge

and research can be shared to a greater extent and information about successful programmes passed on to those who can introduce similar projects in their local areas.

With over 20% of our member groups working in mental health we are keen to support them in being at the cutting edge of modern mental health practices.

There will be four workshops looking at different aspects of working in mental health. The first will look at the new Independent Safeguarding Authority and how the new system for ensuring unsuitable people are not allowed to work with vulnerable adults will affect volunteers. The second will examine Women's mental health. The third, Mental health first aid, which helps people to assess the needs of

someone with a mental health issue. The fourth is about Mind's Open Up project which encourages people with mental health issues to set up their own anti-discrimination projects.

There will also be music from Music In Hospitals, a charity which performs live music in hospitals and day centres to bring the therapeutic effects of music to people with mental health issues.

For more information on booking or, for opportunities to showcase your work on mental health with an information or exhibition stall, please contact Nghia Nguyen-Le via email Nghia.Nguyen-Le@attend.org.uk or call on 0207 307 2872.

News from our members

A big thank you

The Swaffham Community Hospital League of Friends held their annual Cheese and Wine function attended by more than one hundred guests. Over the years the League has thought it appropriate to say a large thank you to all those volunteers and groups who had assisted with the distribution and collection of the Christmas Appeal envelopes that are posted in the town and neighbouring villages each year. They collected over £5,000.

The Spalding League of Friends

The Spalding League of Friends has been very busy this year; organising the annual Carol Service and Christmas Party, which was held at the Welland Hospital. Father Christmas visited the patients and handed out gifts. It was a very happy occasion, enjoyed by patients and their families and friends. In May the League had a Tombola Stall in Spalding Market Place, the annual summer fayre was held in June, again in the Market Place, and collections were held at Sainsbury's and Morrisons stores. The new Spalding Community Hospital is due to open in a few months' time, and members of the League have been involved in choosing items of furniture etc. for the Multi Faith Room.

Basildon pledge £1 million

Basildon Hospital League of Friends have been raising money since the early 1960s to help support the then brand new hospital. The group has raised over £923,000 so far. It is hoping to reach the £1 million landmark by March 2010.

Turf turning at Barking

The Barking Hospital League of Friends attended the turf turning ceremony in March which marked the beginning of the redevelopment of Barking Hospital. The

turf was turned by the Right Hon Margaret Hodge, MP for Barking. The redevelopment will bring new services and better health care to the people of Barking and, as always, the Friends will be there to help out.

Eggs-tra care for patients



A patient receives an Easter Egg and card from Jean Darby, Secretary and Pat Sharp, Vice Chairman of the League.

Now that the proposed hospital's removal of its intermediate beds by NHS Norfolk is well behind them and resolved in their favour the Friends have internally decorated the Hospital to the cost of £75,000. The Friends fundraising efforts are once again in full swing and since the beginning of this year the League have reinvested £9000 back into the hospital with new equipment or facilities for the patients.

Fashion Evening



Sue Scott (for the hospice) Left and Anne Bennett, of the Friends

Hardington and Pendomer Women's Institute presented cheques to Sue Scott and Anne Bennett, of the Friends of Yeovil District Hospital for money they raised through a Ladies' Night Fashion Evening at Marks and Spencers.

Parting gift to patients

Roy Joyner BEM retired as Chairman of the League of Friends of Warwick Hospital, having served nine years as Chairman. He has been a member of the League of Friends for 40 years and will remain as a valued Volunteer and Committee Member.

Just before his retirement Roy worked alongside the New Chairman John Vine and his wife Rosalie, who is also a member of the League. They organised a Charity Auction to raise money for the Aylesford Unit – Cancer Services and from the proceeds of the Auction they were able to provide a new specialised refrigerator for storing patients bloods.

The auction was held at the Guy Nelson Hall at Warwick School in Warwick and raised a magnificent £2950.

£60,000 to mark 60 years



The Friends with cakes that were presented on the wards

The 60th anniversary of the League of Friends of Crawley Hospitals was celebrated on May 14th with a lunch party for 200 staff. Birthday cakes were given to the patients in every ward. Further celebrations though out the year are planned with a view to donating £60,000 worth of equipment to mark the anniversary.

Crawley League of Friends was started in 1949 with a few local business men and women. The Treasurer was a local banker and his son is the present vice chairman, the League is very fortunate to have the support of such loyal members. The League

would like to thank the general public and local businesses for their generosity over the years, which has allowed £2,000,000 worth of equipment to be purchased to improve the facilities for the patients using Crawley Hospital.

The Friends of Horton Hospital 60 years on

A hospital shop which started life selling sweets from a makeshift table, is celebrating its 60th anniversary.

The original Friends of the Horton began by making a few shillings a day for the Horton General Hospital, in Banbury.

Now, 60 years on, the organisation pulls in over £20,000 a year for the centre, by selling everything from chocolate to CDs and DVDs in its onsite shop.

The organisation also raises funds from a trolley service, donations and fundraising activities, to buy important equipment which has been requested by the doctors and nursing staff.

Over the past year the organisation has raised enough money to donate several important items to the hospital, including an ultra-low bed, designed for older patients and worth £2,995, a patient monitor worth £4,285, an air conditioning unit worth £3,000, and it has also paid for a mural for the Children's Physiotherapy Room, worth £76.

Orb's open air concerts

After the success of last years open air concert at Henshaw's, Orb will be aiming to go one better in 2009 with an evening of performances as part of Knaresborough's FEVA festival. On Friday August 21st, Henshaw's will once again play host to Orb's impressive open air stage with a whole host of bands and DJs. There will be appearances from many Orb regulars, volunteers and staff, the line up already includes newly signed Leeds band Japanese Fighting Fish, Harrogate's own Lobo (formerly Reprobate),

Brew Ha Ha, Roadhouse Blue (Acorn Centre Band) and an exhibition of project members' artwork.

Bridgnorth League's 50th Anniversary



The Chairman was presented with a 50th Anniversary Certificate from Simon Needham, Regional Chairman of Attend East Midlands.

The League of Friends of Bridgnorth hospital celebrated their 50th Anniversary with Mayor of Bridgnorth, Councillor Brian Jones.

New relatives room



The Big Cheque presentation

Stafford League of Friends presented the hospital with a cheque for £7,500 to create a new relatives room in the IT department of Stafford General Hospital.

Coffee lounge and radio station

East Midlands Regional Chairman, Simon Needham and Retail Consultant, John Comery went along to met with Jon Sketchley, Chairman of Carillon Radio to review early developments and building work for Carillon Radio's latest project in Coalville Town centre where a new

community radio station and coffee lounge has now opened.

The broadcasting charity hope the coffee lounge will prove to be big hit with local shoppers, in addition to volunteers and other supporters involved with the radio station.

Another year on air



Frank Benson and The Mayor who donated £800 to keep Radio Skene on air.

The Mayor of Darlington, Councillor Ian Haszeldine, has helped secure another year of broadcasting at a local Hospital Radio station. The Mayor's Charitable Fund has donated £800 to Darlington Hospital Radio (Radio Skerne) to help keep the station on-air for at least another year. The volunteers at Radio Skerne invited the Mayor down to their studios to find out about their operation and to introduce some of the requests. Vice Chairman, John Forbes said "Our ward visitors can be a vital point of contact for patients who may not get any visitors. The majority of our live shows are request-driven and our presenters provide a unique service that you can't get from other local or national stations."

A Royal move

The formation of the old City Hospital in Derby into a new larger hospital, which will be called The Royal Derby Hospital, has had a huge impact on the services provided by the Derbyshire Royal Infirmary League of Friends.

The result of these changes is that the DRI League of Friends is now operating on a much smaller scale. The DRI League of Friends and those at the new hospital have worked closely together and equipment, knowledge, experience and expertise is being shared between the two Leagues. It is hoped that the DRI League of Friends will still continue to provide a useful service to patients, staff and visitors at the DRI albeit on a smaller scale. The DRI League of Friends would be happy to pass on their knowledge and experience to other Leagues who find themselves in a similar position.

Telford take £10,000 a week

Chairman, Alan Millward and the team of volunteers who run the League of Friends of Princess Royal Hospital, Telford coffee shop celebrate hitting £10,000 a week in takings.

Legacies for Friends

The Royal Berkshire Hospital's League of Friends spent £50,000 on the cafe and shop after receiving generous donations left in wills by Lucette Hart and Margaret Bittner. Mrs Hart left an estate worth more than £1 million to the Friends and Margaret Bittner left almost £200,000 to the charity she had supported during her lifetime.

Martin Butler, the Friends Development Manager, said: "The shop incorporates a coffee bar with a seating area, it will serve in the hospital and community alike."

The unit will also offer cornershop facilities for people living nearby selling newspapers, confectionary and stationery.

Friends of Potters Bar Triathlon

Anthony and Martin Wilkins are doing the London Triathlon to help raise funds for four electronic beds for the Hospital. The Triathlon consists of a 1.5km Swim, 40km cycle and a 10km run. Each bed costs around £2,000.

Citizen of the year



Ron Chamberlain, Chairman of the Friends of Ashfield, Citizen of the Year

In April this year Ron Chamberlain, Chairman of the Friends of Ashfield Community Hospital in Nottinghamshire, received Citizen of the Year Award by Ashfield District Council. As well as a framed Certificate, Ron was presented with a cut glass rose bowl held in the photograph by Sam Hind, local Paralympic swimmer, and his name has been engraved on the plaque held by Council Chairman May Barsby.

New Chair for Colchester League

Colchester League of Hospital Friends has a new Chairman. Westley Sandford had been Chair of the Colchester League for over 30 years, he did have a year off in 1996-1997 to become Mayor of Colchester, but other than that, he and his wife Lilla had been volunteering continuously for 37 years with the League. During their volunteering 'career' they have seen the League grow from a small charity with an annual income of £5000 to a Limited Company and employer with a present income of £750,000! With all these achievement and on MBE under his belt, Westley has decided it is time to retire.

Frank Jordon, who has been volunteering for seven year and has been Vice-Chair for three, is taking over the reigns.

He says: During my time with the League I have been able to learn from Westley and hope that this will stand me in good stead for the future. My aim will be for the League

to continue to provide excellent service to the hospital as well as meeting the needs in the community."

The Queen's Award

Elmbridge Community Link has received the Queen's Award for its work supporting those with a learning difficulty and promoting a healthy lifestyle and improved emotional wellbeing. Winners of this year's Award were selected from 406 groups nominated by members of the public who have been helped personally or witnessed the benefits of a group's work in their community. Elmbridge Community Link will receive a certificate signed by the Queen and an exclusive commemorative crystal.

Le Voyage Cathja



Visitors admire the works on display at the Cathja's open day

The Cathja had been sailed across the Channel to France and visited Mental Health hospitals and organisations similar to themselves in an exciting exchange of ideas and practice. They came to us with over four hours of video footage of their trip to France. Creative found a Volunteer Film Maker to edit together the footage. Ed Coltman not only edited the four hours down to a more manageable 11 minutes, but also wrote a narration and commissioned an original score. The resulting film was hugely enjoyed by everyone at the Diamond open day in July, where it was screen on the 38 meter Barge.

Fordingbridge summer fete

The Friends of Fordingbridge Hospital recently held their Annual Summer Fete. The Fordingbridge Associate Band of the Salvation Army, conducted by Vernon Cosens, played all day, greeting all the visitors to the Fete. Thanks are due to everyone who donated things for sale and helped to man the stalls. Toni Champeau, the organiser of the Fete, says: "People have been incredibly generous to us again, with both the quantity and quality of the goods they have given and the amount of money they have spent."

The bric-a-brac, cake stall and tombola were amongst the most popular stalls raising £178.55, £170.35 and £113 respectively. £182.65 was raised in donations.

If you would like to volunteer with the Friends of Fordingbridge Hospital, contact Toni Champeau on 01425 653415.

Summer theatre school

On Saturday 22nd August, Haringey Shed's Summer Theatre School performed their show, Lost in the Game at the Bernie Grant Art Centre in Tottenham. The production was created by the Children's Theatre (ages 7-10) and the Youth Theatre (ages 11-16). The two groups worked separately, only coming together on the day of the show with the two parts of the story. It was a very intensive process and the children and young people were enthusiastic and inspirational throughout. Both groups had a mixture of children with different abilities and special needs and everyone embraced the ethos of inclusion which is so important to Haringey Shed. The groups were asked for their feedback and one child's thoughts sum up how they like to work "I enjoyed most how everyone is equal, fair and works as a team."

The shows were sold out and the audience reaction was phenomenal. Some comments from audience members were, 'Brings Youth Theatre to the 21st Century - vibrant,

contemporary', 'It was thrilling! The kids are amazing!', 'This was the most brilliant kids production I've ever seen', 'Haringey Shed completely reflects the diverse communities of Tottenham'.

Friends' strawberry tea

The Friends of Samuel Johnson Community Hospital in Lichfield, Staffordshire held their annual Strawberry Tea in June. The enjoyable event, which was well attended, took place at the hospital on a lovely warm Sunday afternoon. The tombola was as popular as ever, and the raffle raised £100. There was also a book stall. A sum of £600 was raised by the 'Friends' from this successful event and they are now planning their next fundraisers which will be a Quiz Night in November and a Christmas Tea in December.

Capel music festival

On Saturday August 16th Capel saw an outstanding day with 500 Classic Cars and Bikes, and the Horticultural Show and a lovely evening with the Barn Dance.

The quality of the music was truly superb, a variety of younger and longer-established players, who were truly right for the day. Birthday Pony's reggae/dub/uplifting sound; Andy Millen's voice, playing and soul; Capel Allstars kicking it out and Harmony's pure melody; Matt Emery playing to the children; Zen Maniacs' pure lively fun; The True Deceivers joyous folk and spot-on tribute for a lost friend; Peter Howarth, what a voice and a talent; the Le Brocks excellent acoustic set due to their drummer's appendicitis; the golden Goldrush with Crosby, Stills, Nash and Young covers and Joni Mitchell's 'Woodstock'; and a fabulous finale from New Rising. The Music Festival raised about £5,000 for young carers in the Surrey area.

Colchester's caring past

A permanent new display of images and memorabilia highlighting the medical and social history of Colchester is now on display in the Primary Care Centre on Turner Road.

Colchester's Caring Past features many fascinating and historic photographs, drawings, and printed items recalling the great and good professionals who have cared for our community over the last 150 years. Memories of old Colchester hospitals, special events and charity occasions can also be seen. Material of specialist medical and scientific interest, including vintage surgical equipment, is being housed separately in professional areas at Colchester General Hospital. The exhibition open is Monday to Friday, 9 to 5.

Garden gets grand opening



Tremains Junior School child opens the hospital garden.

A new chapel 'Garden of Life' has been unveiled at the Princess of Wales Hospital main entrance thanks to a £12,500 gift from the League of Friends. A bench and flowers have also been donated by bereaved families.

A beautiful mural depicting a sunrise has been specially made for the space by the pupils of Tremains Junior School in Brackla. The school's choir sang as part of a service to officially open the public space.

Tremains Junior School teacher Rachel Allen said: "It took the after-school club about a term to make the mural but they really enjoyed it. Although I think they enjoyed smashing the tiles the most."

Young volunteers at the House of Commons



Young Volunteers, Paris Parsons and Suraj Rai of The Colchester League of Hospital and Community Friends came to the House of Commons to talk about their volunteering with the MPs. Photos by Annuska Dal Maso.

Through the Time for Health partnership, Attend organised a special event at the House of Commons to promote the role of young volunteers. Laura Moffat MP invited Attend and Time for Health to hold the reception, and MPs were invited to meet some of our young volunteers and find out more about the projects young people are pioneering. As a former Nurse, Laura is dedicated to health and social care and knows the value that volunteers can bring to the sector.

Young volunteers from Time for Health partner organisations came along and were able to share their experiences with the MPs and find out what other groups were doing up and down the country.

The aim of the event was to show MPs some of the benefits of encouraging young people to volunteer, which include:

- Bringing young people's fresh approach and new ideas

“There is no way 12 months ago I would have been doing these kinds of things, there wasn't the opportunity. Now I can organise events, raise money and work with others. It's been great.”

– Brittany, 18. 4Youth.

- Building strong communities and mutual understanding
- Building a legacy for the future of volunteering, ensuring that a stay in hospital will continue to have a friendly face unrelated to the clinical or frightening experiences of being a patient
- Increasing a young person's skills, training and self esteem.



Phil Hope MP gives young volunteers the thumbs up.

We asked the MPs to find out about the experiences of young people in their constituency. The Time for Health partnership offered MPs the opportunity to work together on coming up with ways for more and more young people to give their time making a difference in health and learn what opportunities there are and social care across the UK.

Phil Hope MP, Minister of State for Care Services, spoke with passion about his own experiences both, as a volunteer in health and as a patient feeling the benefit of volunteers in hospitals.

Attend 500

Also present were the 'Attend 500', a group set up by Attend. Their aim is to create 500 new opportunities for young people to volunteer in health and social care.

One barrier to young people volunteering in health settings is a lack of opportunities that suit their interests and lifestyle. Our research tells us that young people want to volunteer but they don't always have the opportunities available to them.

This project, enables 16 to 25 year olds to volunteer on their terms; in fundraising, design promotion, communications, hospital broadcasting and retail. The Attend 500 is run by nine member and partner organisations; including Carillon Radio, Colchester League of Friends and 4Youth.

Enter the retail awards 2009



Nominate your group for a visit from a P&H rep who will evaluate your outlet against assessment criteria.

The WOW! Factor Award sponsored by Blow & Scrimshaw Shop fitters

Do you have a shop, cafe, kiosk, retail trolley, charity shop that has that special WOW! Factor? This award is judged by delegates at the AGM and Friends Week Conference and on the Attend Website.

Volunteering Award

For Highest Average retail Volunteer Hour Contribution per group per week.

Young Retail Volunteer of the Year

This award is aimed at recognising the importance of young volunteers (aged 25 or younger) to the success of Friends retail and to encourage more young volunteers to come forward.

Retail Volunteer of the Year Award

This Award is for a volunteer who has shown exceptional commitment and performance, and made a measurable difference to the shop/cafe/trolley shop where he/she works.

Paid Person of the Year

This Award is for a paid staff member who has shown exceptional commitment and performance, and made a measurable difference to the shop/cafe/trolley shop where he/she works.

Across the UK there are over 300 Attend member retail outlets in hospital and community locations. Every day, volunteers and paid staff rise early to receive deliveries, stack shelves, load trolleys and boil kettles readying themselves to serve, patients, visitors and staff. As they go about these tasks, freely giving their time, their activities not only raise much needed funds for the charities work, but their friendly smiles and listening ears provide a priceless service in making a hospital a more friendly, human place to visit and work.

The new Attend Retail Awards are designed not only to celebrate success and commitment, but also invest in Friends Retail across the UK.

Categories

Attend Retail Category Champion Award

These four Awards require your group to nominate themselves to take part in a 3-4 week trial with the category sponsors.

Attend Retail Palmer & Harvey Outlet of the Year sponsored by P&H.

This is open to all member groups that purchase products through P&H.

Nomination forms can be download from the Attend website. Alternatively call Attend on 0207 307 2570 and we can send you a copy.

New Friends Shops

We began over 40 years ago with the aim of providing those little extras that the NHS could not always provide.

Over time, these have turned into major pieces of equipment to speed patients' recovery and get them back to their homes and loved ones.



We put all of the profits we make from our shops back into the hospital.

Every year we raise hundreds of thousands of pounds to purchase furniture and equipment from the very small to the extremely large.



Display panels in the Friends Shops let customers know where their money is going.

One of the most exciting developments for Attend Retail is the design of a new Friend's Shop brand which involves facia, colour schemes and uniforms.

Attend Creative has been working alongside Retail to come up with everything a newly fitted shop needs. One of the first shops using the new designs is Friends of Medway Hospital. David Elcock of Attend Retail and Matt Kevan from Attend Creative both went to help put the new signage in place at the brand new shop at the Medway Maritime Hospital. It is hoped that the Friends Shop will become a nationally recognised brand known for its quality and excellent service as well as a great way of supporting you local hospital.

If you would like to have your Friends Shop rebranded, contact: David Elcock, Attend Retail Manager email: david.elcock@attend.org.uk or Matt Kevan, Attend Creative Manager Email: matt.kevan@attend.org.uk

Get a new website with Attend Creative



Recent projects include a website for ActionSpace and publications for the DMWS.

The last few months have been very busy, with a whole range of new developments. The one we're most proud of is the launch of our brand new, extremely good value Friends' website package.

Basic website package

For just £300, your group can have a new, great looking, fully featured website that is easy to maintain and keep up to date. The full details are:

- Professional design
- Free hosting for the first year, £50 for each year after that
- The ability to receive online donations
- Unlimited email addresses
- A free .co.uk domain name for one year (prices from £2.99 per year after that)
- Content management system, allowing you to upload and change information easily without any specialist skills.

We have had a great deal of experience designing and building websites: not only have we designed Attend's own website, we have also created websites for other charities such as ActionSpace, with plenty more in the pipeline.

Updating a website can often be a difficult and lengthy task – that's why we include a content management system (CMS) as standard. A CMS makes updating a site an extremely easy task, and we will of course show you how to use it.

Advanced website features

If you need more advanced features on your site than those offered above, such as blogs, online shopping, social networking, email newsletters, photo galleries and much more, we can help with that as well. Just contact us and we will be happy to help.

Whatever your group's needs are, we can guide you through the process.

Why have a website?

Having a sophisticated website is an important part of being a modern volunteering group, helping you to:

- Attract new volunteers
- Let a wide audience know what your charities activities are
- Receive online donations
- Tell everyone about your achievements
- Advertise upcoming events.

Other services we offer

Free photography

We have volunteer photographers across the UK who will come and professionally photograph your event. The only cost to you is their expenses.

Print design

If you group needs any leaflets, letterheads, posters or newsletters printed, we can design and produce these for you at great prices.

We have a great deal of experience designing for charities, as we produce all of Attend's publications, as well as for other organisations.

Find out more

For more information about any of our services, or to get a quote please do get in touch with us. Contact:

Natasha Friend

Email: natasha.friend@attend.org.uk
Telephone: 020 307 2876

Attend Academy update

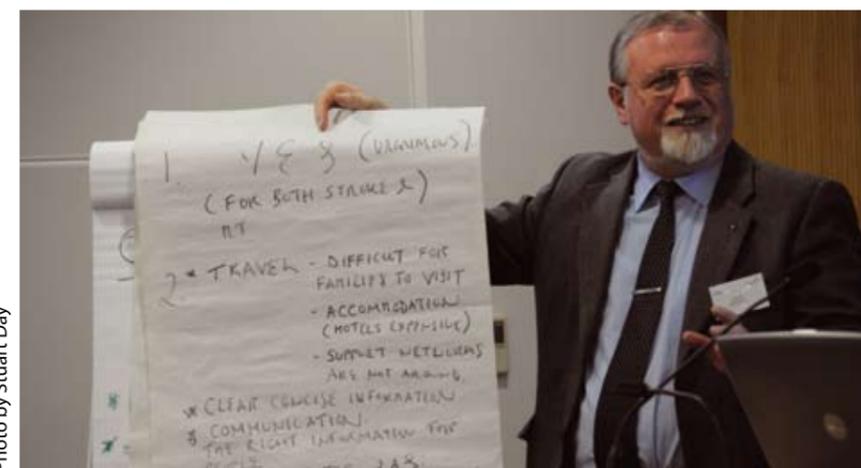


Photo by Stuart Day

Attend Academy has been running training courses for both volunteers and Volunteer Managers.

One of Academy's aims is to provide the Voluntary sector with the skills to operate in a more professional manner, and recently there has been a great deal of interest in Academy courses from the Commercial sector.

They are keen to learn how to treat their employees more like volunteers, keeping them as motivated and excited about coming into work as Attend members are about their volunteering roles.

Vibe

Vibe is an Attend project helping young people with their volunteering roles within a diverse working environment. In order to ensure these young volunteers have the necessary skills to run and maintain their own projects, Attend Academy designed and delivered eight workshops for the volunteers involved in the project. These included: fundraising, communications, management and finance.

NVQ qualifications

NVQ 4 and 5 courses are being run across the country by Attend Academy. The NVQs can be completed in the work place.

"We are becoming more inclusive and positively celebrate the diversity of volunteers"
former Academy student.

"I found that I was taken more seriously by colleagues, partly due to involving them in research I was doing to feed the assignments"
Academy student.

Over the period of 9-12 months the candidates meet with their Advisor who helps them develop their skills and working style to meet the relevant NVQ standards.

"The course allowed me to collect evidence as I was working, so minimal disruption, and to express in my own words without the need for lengthy essays." said one Academy Student.

The Certificate in Personnel Practice is being studied for by Academy's second batch of students. The course has been specially designed for those managing volunteers. The course comprises 10 days of workshops and five written and skills assignments.

Opportunities for Volunteering latest

The Opportunities for Volunteering grant funding has been running since 1984 and the way it is managed is being changed. Attend has been one of 18 National agents distributing the grants and with the new system introduced by the Department of Health, we will still be part of the consortium of organisations distributing them in future.

The rest of the consortium is made up of two other volunteering organisations and Ecotec, an organisation that specialises in economic and social development.

There are 35 projects still active under the previous scheme. Since 2003 over 100 projects involving volunteers in health and social care have been supported with the grants from Attend. The projects include: keeping the over 50's active, bushcraft and outdoor activities for disadvantaged adults, artistic expression from those with Life-Threatening Illnesses, support for a local GP practice and art workshops for people with mental health and learning difficulties.



Forever Active Forum, keeping the over 50s active in Cambridge with an Opportunities for Volunteering grant from Attend.

Household insurance

Attend has launched a fundraising household insurance scheme with Stackhouse Poland, offering first class, fully comprehensive building and contents insurance.

With our household insurance cover provided through Stackhouse Poland, you can get a great deal on your insurance while supporting your local Friends Group. When you take out an insurance policy with our partner Stackhouse Poland, four percent of your premium is donated to the Group of your choice. Plus, Stackhouse Poland will donate another four percent every time you renew your policy. This contribution will help your chosen Attend member group continue to work with those affected by ill-health, disability and social disadvantage.

Stackhouse Poland offers a highly personalised service. They will advise you on correctly structuring your policy and will point out, up front, whether there are any specific conditions to apply so you know what they are before you take out the policy.

Stackhouse Poland have found that most people receive little personal advice in respect of their household policies. As such people are uncertain to the adequacy of their cover and are unaware of the

onerous small print conditions their policies may contain. There is no need to wait until your renewal date, you can apply for the Friends Household Insurance at any time.

Support your local Friends Group and get a great deal on your household insurance.



For further information or to apply,
Contact Lynn Toynton on 01483 407450 or email lynntoynton@stackhouse.co.uk
Stackhouse Poland, New House, Bedford Road, Guildford, GU1 4SJ

Skills with prizes

We have formed a new partnership with 'Skills with Prizes' to create a great fundraising scheme for member groups. 'Skills with prizes' install quiz machines in Accident and Emergency departments. Any member group based in an Accident and Emergency department can have the machines installed.

The machines are given free to hospitals and all technical and maintenance costs are covered by 'Skills with Prizes'. The quiz costs £1 a go; the member group gets 50p, Attend get 10p and 'Skills with Prizes' get the remaining 40p.

The game challenges the players knowledge and does not involve gambling.

With the long waiting times that can be experienced in Accident and Emergency departments, this scheme provides entertainment in the hospital waiting room and brings in much needed revenue.

For further information or to have a games machine installed in your hospital, contact David Elcock:
Tel: 020 307 2573
Email: david.elcock@attend.org.uk

Become an individual affiliate of Attend



Increasing numbers of individuals have been requesting access to the information and resources available from Attend. In response we launched the Individual Affiliation scheme this year.

Affiliation is open to anyone who has an interest in the work of Attend and its Member groups. Becoming an individual Affiliate will keep you up-to-date with information and services. Membership costs just £25 per year.

There has been huge interest in the scheme and individual Affiliation has been taken up by more than 200 people with links to Attend through training and our work with external organisations.

How do I join?
If you are interested in becoming an Individual Affiliate contact Nichole Wheaton in Membership Services email: nichole.wheaton@attend.org.uk or Tel: 0207 307 2575.

Dates for your diary

September

5th The Attend Flame goes to Bridgnorth.

11th The Attend Flame goes to Stafford.

12th The Attend Flame goes to Dudley.

24th Mental Health Conference: Promoting best practice. Held at head office in Cavendish Square, see page 6.

October

15th (to be confirmed), Attend retail South-East Forum at the Royal Berkshire Hospital.

19th-26th, Friends Week with events nationwide, see page 11.

21st 60th Attend AGM at head office in Cavendish Square, see page 11 and 18.

22nd Diamond Jubilee Event. Promoting the work of Attend to funders and new members.

31st Wales Regional Conference, Wrexham Institute. Launch of Attend Cymru.

November

25th Thinking Ahead Open Day in Manchester. A new project working in mental health within the Black community.

December

23rd-4th January Head Office closed.

Obituaries

Professor Robert Sang 1948–2009



It was with great sadness that we have to report the sudden death after a short illness of Bob Sang who was a Trustee of National

Association of Hospital and Community Friends from 2003 to 2006. He was a member of the first Education Committee which set the foundations for the Attend Academy today.

Bob had a distinguished career in higher education most notably with the Universities of Brighton and the South Bank London where he was awarded the UK's first Professorship in Patient and Public Involvement. He also had a period at the Kings Fund before setting up his independent consultancy. He advised a range of government, national and local bodies on health systems development and public services reform.

Bob was totally committed to the involvement of stakeholders, patients and carers in decision making. He had a unique ability to look at medical and social consequences of illness with a focus on humanity.

Bob was extremely popular throughout the health, education and voluntary sectors. His enthusiasm and commitment was infectious and his contribution in stakeholder engagement outstanding. He was a man of great integrity and high values and was a close friend to many. He will be greatly missed by everyone who knew him.

By: Professor Michael Whiting Chair Friends of Brighton & Hove Hospitals and Stuart Welling Former Trustee and Treasurer Attend

David Wood and Stephen Moreton attended the memorial service on behalf of Attend.

Maureen Dickson 1947–2009



The untimely death of Maureen Dickson our Treasurer represents a great loss to all the trustees, staff and volunteers

associated with Attend. Maureen joined the Board in April 2006, bringing a wealth of knowledge and experience of working in the public, private and voluntary sectors, both as a staff member and volunteer. During her time with us she was committed to encouraging and supporting the

development of the small team who handle the charity's financial affairs.

In her early life Maureen played a leading role in the Scout movement in the North East of England. In 1975 she was diagnosed with multiple sclerosis, but refused to allow this to detract from her wish to be of service to others. She became a volunteer in the local branch of the MS Society then progressed to become a National Trustee and ultimately National Treasurer of the Society. She was very influential in a number of positive changes within the Society including involving people affected by MS in all aspects of the work of the Society. For these achievements she received the 1999 Wolfensohn Award for the International Person of the Year with MS. She also served as a Trustee of the Nationwide Foundation Trust and latterly as National Treasurer of the mental health charity MIND.

We shall all miss Maureen's invaluable contributions to our Attend Board meetings, and her work with the staff in the office. For all of this we shall always remember her as a shining example of selflessness and commitment to others while having to cope with the effects of a devastating chronic illness.

By: Gordon Paterson, Trustee/Acting Treasurer. Gordon attended the funeral on behalf of Attend



21-22 October

Celebrate Attend's 60th AGM

Celebrating the Past, Present and Future of Attend.

We are looking forward to the next 60 years of volunteering, come and join us to look back on the last 60 years of putting volunteering at the heart of health and social care.

The Diamond Jubilee has been celebrated in numerous ways throughout the year but there is something extra special about us all getting together in one place to celebrate Attend's 60th Birthday. We hope you will come and join us.

The first day is a huge celebration for all our Friends and members. The proceedings will be opened by Attend President, Lord Fraser, with David Wood, CEO and Pamela Morton OBE overseeing the AGM.

There will be many fun activities over the course of the day including music from the English School Orchestra and Choir to serenade us during lunch. There will be an entire, life-sized, model of a Friends Shop, complete with the new signage and displays by Attend Creative. An exhibition will look at the history of Friends Shops with a photographic display of Friends Shops through the ages and of volunteer uniforms past, present and future.

There will be guided tours of our offices, so you can see where we all work. This tour will also take in the exhibition of photographs taken by our team of volunteer photographers and from the Attend Archives. Our volunteer photographers have been travelling up and down the country taking photographs of our members in action all year.

Speed networking will give you the opportunity to get to know other member groups from all over the country. It will be just like speed dating for Friends groups! You can find out all about groups and even get involved in their campaigns and events.

There will be brain games and cognitive exercises with a psychologist as part of Attend ABI, the new project working with people with an acquired brain injury. Find out just what your brain is capable of and what can happen as the result of a brain injury.

Awards will be presented to the winners of the Retail and Innovation Awards and Honorary Life Membership will be granted to a few select volunteers who have shown outstanding dedication and brought about significant change in the organisation.

In the afternoon everyone is invited to the President's drinks reception together with the Honorary Life Members in the Kings Fund conservatory to round off the day's celebrations.

Attend will be celebrating over two days. The second day will be a showcase of all Attend has to offer to new sponsors and funders, new members and partner organisations and government departments.



Attend AGM

21st October 2009. 10:30am-5pm.

The Kings Fund, 11-13 Cavendish Square, London, W1G 0AN.

For more information, contact, Janet Simpson, Tel: 0207 307 2570 or email: janet.simpson@attend.org.uk