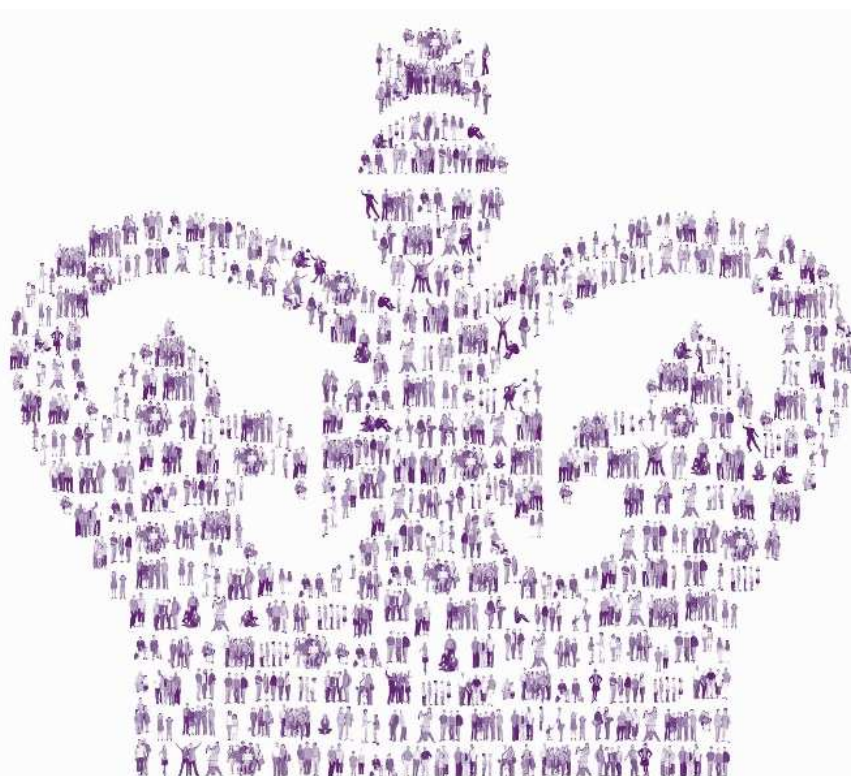


The Queen's Award for Voluntary Service 2010

WINNER CASE STUDIES

103 volunteer groups from around the UK, Channel Islands and the Isle of Man were awarded the Queen's Award for Voluntary Service in 2010. Details of winning groups and their work can be found below.



The Queen's Award for Voluntary Service

The MBE for volunteer groups



22nd South Shields (Brownsea) Scout Group South Tyneside

22nd South Shields (Brownsea) Scout Group South Tyneside was founded on 20 November 1929. The group has four sections – Beavers (6-8 years), Cub Scouts (8-10years) Scouts (10-14years) and Explorers (14-18 years). Apart from all sections having their own leaders, the group is supported by a number of committees (a group council, group executive, group history and a new committee to look after the future of the group).

The group promotes the development of young people in achieving their full physical, intellectual, social and spiritual potentials as individuals, as responsible citizens and as members of their local, national and international communities. It provides an enjoyable and attractive scheme of progressive training, guided by adult leadership through weekly meetings and outdoor activities held at weekends and during holiday periods.

The group is open to all young people (6-18) in South Tyneside, which is ranked as the second most deprived area in Tyne and Wear (2007).

Contact: Peter Glenny

Tel: 0871 288 4322

Email: pg002c8420@blueyonder.co.uk



3D Youth Services

3D Youth Services was formed in 2006 as a not-for-profit organisation in Lincolnshire. Originally a partnership enterprise, 3D became a Community Interest Company in 2008. The group provides bespoke services for vulnerable and disadvantaged children, young people as well as works closely with groups of youngsters in Club settings. Specific projects include - 1:1 mentoring for children (aged 8-18) who have been affected by violence in the home. This project helps break the cycle of domestic violence and introduces stability into the children's

lives while empowering youngsters helping them to become more resilient.

A free weekly club for children (aged 8-13) living in Lincoln's deprived Moorland Ward has also been set up. The club offers disadvantaged children a place where they feel they belong and are accepted. The club is vibrant and designed for a wide range of interests and abilities.

Contact: Diane Carchedi

Tel: 01522 509937

Email: mail@3dyouthservices.co.uk



3G's Music & Arts Group

3G Development Trust coordinates local community services, including music, dance, drama, video, new media, art and craft. The group engages with hard to reach young people, giving them the confidence to perform and instilling them with a new found confidence and energy.

The Trust set up an Art group that works with the community to develop areas that have become run down. Volunteers hold weekly dance classes that are free of charge for anyone aged 7 and above. They also run a choir attended by young people as well as belly dancing classes.

The 3G's have a great reputation for putting on excellent community shows, such as - Pop Idol, Moments in Time, Dic Penderyn, X Factor the Pantomime. The group also runs weekly singing and drama classes. They are currently working on the history of Merthyr project, entitled 'Iron & Steal'; this project will teach young people skills such as script writing, film making, editing, and performance. The project will also teach them about Merthyr's rich history and an education pack will be produced for the local community to view.

Contact: Ms Suzanne Foley

Tel: 01685 350888/ 07855 533 016

Email: lee.davies@3gs.org.uk



46th Norwich Scout Group (formerly Norfolk & Norwich University Hospital Scout and Guide Section)

In 2003 the Norfolk & Norwich University Hospital Scout and Guide Section (later renamed the 46th Norwich Scout Group) was founded, offering Scout & Guide activities to all the in-patient children in the hospital aged 5 upwards.

Over 800 youngsters have participated in the weekly meetings, which are now held on hospital wards so that everyone can participate, even those confined to their beds. After organising weekend camps for youngsters with special needs who were not in the Movement, it was decided in May 2005 to open a troop at a special school in Norwich.

This meets once a month on a Saturday afternoon particularly enabling youngsters with severe or complex special needs to participate in Scouting in a safe and secure environment. Each member is supported by a Scout or Guide Young Leader or adult helper.

In 2007 a second Troop was opened at Sheringham to support youngsters with special needs in North Norfolk. The two troops run joint activities and a camp each year. Two of its Scouts attended the World Jamboree in 2007 and another has been selected to attend the next one in 2011. The Group is staffed by over 20 adults and young helpers holding Scout or Guide appointments. As well as completing the required adult training programme many have undertaken specialist training, such as sign language.

Contact: Mike Gooderson

Tel: 01379 640234

Email: mikegooderson@aol.com



Age Concern Runnymede and Spelthorne

Age Concern Runnymede and Spelthorne is an independent, registered charity providing practical support for older people living in Runnymede and Spelthorne.

The groups provide a diverse offering to the older generation from specialist service for those requiring longer term support - for example people with anxiety, confusion, low mood, grief issues, dementia or depression – to help with filing and DIY.

At home care can extend to those who have been ill or are recovering after a stay in hospital. The groups offer support for up to 3 hours per week for 6 weeks, helping with housework, shopping and accompanying members to medical appointments. Discreet

supervision for those needing help with bathing is also an option and can be provided by trained staff.

If individuals need help filling out forms, writing letters or organising paperwork, a group Community Liaison Officers will provide independent and confidential information, advice, advocacy or practical support. The group also has a handyman who helps with small jobs such as gardening, shelves or fitting door chains.

The groups also organise outings to tea parties, coffee mornings, gardens, pub lunches, fish and chip suppers, theatres, seaside as well as specialist outings for men who regularly visit museums, steam trains and local places of interest.

These services are provided by 15 staff members and over 100 volunteers.

Contact: Ms Eleanor Jones

Tel: 01932 566040

Website: www.acrunnymede.co.uk

Email sec@acrummyede.co.uk



Airlie Silver Surfers

Airlie Silver Surfers has had a drop-in Cyber Cafe two hours a week in the Village Hall, for ten years. There have been 7,000 attendances, from a very rural community of 290 residents. Regular members and local visitors come and go each week as it suits them. The group has a computer room, but meetings always start in the kitchen with coffee, home bakes and a good 'blether' over everyone's news. After early courses, the more experienced now teach the newer members. The meetings are unplanned, but include exploring the net with Google, or talking to contacts across the world via Skype. A regular activity is making commemorative cards, or posters for local events.

Group volunteers researched and published a book on Airlie from 500 BC. Twelve members took part in the Discovery Award which involved work covering handicrafts and expeditions. Outings to other groups are organised allowing members to explore local places.

The group also assisted a BBC producer in making a DVD illustrating Telemedicine, using video-links between doctor and patient. The group is currently filming its history, which opens with members wearing Queen's Award tee-shirts, having a go at the local Children's Play Park.

Contact: Mamie Bruce-Gardyne
Tel: 01575 530293
Email: mamie.gardyne@tesco.net



Andover Young Carers

Andover Young Carers was formed in response to research carried out by The Children's Society in 1999 which identified the needs of young carers. A full external evaluation in 2001 and an in house evaluation in 2002 both showed that there was an unmet need in Andover for young carers, their families and the referring agencies. Andover Young Carers is an independent charity which offers respite and support for children and young people between 8 and 18 years old - up to 25 if having transition difficulties to independent living.

Members typically have very little or no childhood because of their significant caring responsibilities for a parent or sibling with a long term or terminal illness, or disability. Some are affected by and caring for parents with drug or alcohol addictions, mental health problems and domestic violence. Andover Young Carers provides a range of practical and emotional support to young carers through counselling, activities, life skills, after school clubs, outings, advocacy, one to one support, school support, drop in homework clubs and signposting. The group's aim is to ensure that the young carer has the best possible life chances despite their personal circumstances.

Contact: Lorena Burlison
Tel: 01264 333788
Email: lorena.burlison@andoveryoungcarers.org.uk
Website: www.andoveryoungcarers.org.uk



Arc Youth Counselling

ARC youth counselling provides a free and confidential counselling service for young people and their families in the Wokingham district. They have over 60 qualified counsellors working across 13 sites including all Wokingham's secondary schools. The group has been in operation for nearly 18 years and over that time have increased their capacity significantly. Last year they provided 11,400 counselling sessions.

Arc Youth Counselling provides suitable support on issues ranging from depression and anxiety to bullying and low self esteem. As well as counselling they also run a peer mentor training project and anti bullying programmes in schools.

Contact: Paul Cassidy, Coordinator
Tel: 01189 772818
Email: coordinator@arcweb.org.uk
Website: www.arcweb.org.uk



Assert (B & H)

Assert (B & H) is a small charity which supports adults with Asperger syndrome or High Functioning Autism resident in Brighton and Hove. It was established in 2003 by parents of children with Asperger syndrome who were frustrated at the lack of provision for this very vulnerable group of people. As well as crisis intervention/prevention, Assert provides support by helping their beneficiaries to obtain a diagnosis, liaising with statutory services, helping with benefit applications and advocating for appropriate housing as well as teaching social skills.

One of the most vital strands of the group's work is to reduce the social isolation experienced by many of the people it works with. Assert runs well-attended Drop In groups and provides regular outings/activities which help to build confidence and social networks. There are 20 active volunteers with a larger pool who can be called upon, a membership of approximately 200, and one employee. Its Community Base, a unique charity in itself which provides a home for many voluntary and community organisations, gives the group valuable networking opportunities.

Contact: Sarah Faulkner
Tel: 01273 709 987
Email: assertcb1@yahoo.co.uk
Website: www.assertbh2.org.uk



Auchenback Active Limited

Auchenback Active Limited is the outcome of a Scottish Executive Initiative Pathfinder Scheme. Under this Pathfinder Scheme the group was formed in 1998 to improve the general living conditions of the Auchenback area of Barrhead.

In 2004 they built and opened Auchenback Resource Centre (The A.R.C), which is a community owned facility managed by the group for the people of Auchenback. In order to achieve this they had to become a Limited Company with a charitable trust, and committee members becoming board members.

Auchenback Active Limited run a resource centre which provides access to services and learning opportunities, and a social meeting place for the local community. The centre operates a cafe and an IT learning suite. The Centre also has a range of local organisations from room hire facilities in the centre. These include a mother and toddlers' group, local fishermen's group, an art group and various other groups.

The group volunteers their time not only to manage the strategic direction of the centre but also to make sure the day to day running of the centre continues successfully, and to operate the cafe which has become a hub for the local community.

Contact: Mr Brian Connelly
Tel: 0141 577 4543
Email: the.arc@live.co.uk



The Avon Riding Centre

The Avon Riding Centre is the largest purpose built disabled riding centre in the UK. Now set in 90 acres of beautiful undulating parkland the Centre offers lessons to over 180 disabled riders each week. Ages currently range from 4 to 70 with riders visiting the Centre once a week. The superb facilities include a 57m x 27m Indoor Arena which sits around 400 people, a new 45m x 25m outdoor school, an all weather Cantor track, woodland rides and numerous cross country fences. The Centre currently has 28 Horses & Ponies,

With only 8 full time staff the centre, it is reliant on a huge army of over 150 volunteers who provide much needed support during lessons, assist with maintenance work and are always available to help with fundraising activities and events. The Centre receives no external funding and is therefore solely reliant on its income from its riding, donations, legacies and general fundraising efforts.

Contact: Ms Beth Grant
Tel: 0117 959 0266
Email: reception@avonridingcentre.org.uk
Website: www.avonridingcentre.org.uk



Awaz FM

Awaz FM is a community radio station serving the Asian and African population in Glasgow. They broadcast in various languages including English, Urdu, Punjabi and Swahili delivering entertainment, news, local, national and community information.

Awaz FM enables many community organisations and individuals to use the station as a platform to highlight their work and services. They also deliver training in radio broadcasting to all their volunteers for free.

Contact: Ali Malik (Director)

Tel: 0141 420 6666

Email: ali@awazfm.co.uk



Backwell Environment Trust

Backwell Environment Trust was founded in 2004 with the joint aim of raising awareness on environmental issues and to preserve the beautiful countryside surrounding the historic village of Backwell, North Somerset.

The registered charity has approximately 300 members and owns two nature reserves, equating to 22 acres. The reserves are entirely managed by ever-willing volunteers who put in well over 1000 hours of unpaid labour every year. Their commitment and support has enabled the reserves to thrive and now contain many rare species such as the hazel dormouse and greater horse-shoe bat as well as a multitude of other plants and animals.

The Trust has always believed that everyone should be able to enjoy the wonderful wildlife on offer and so have created over 350 metres of secure, wheelchair-friendly paths through some of the most beautiful parts of the reserves. Numerous training events are held throughout the year such as dry-stone walling and hedge-laying to ensure that ancient, traditional country crafts are kept alive. The Trust's programme of guided walks is always popular and has encompassed a wide range of subjects including archaeology, geology, bat detection, bird song, wild flower and tree identification to name but a few.

Contact: Ian Chambers

Tel: 01275 463315

Website: www.bet.btik.com

Email: chimpychambs@yahoo.co.uk



Berkshire East & South Bucks Women's Aid

Berkshire East & South Bucks Women's Aid (formerly East Berkshire Women's Aid) is a registered charity helping vulnerable victims of domestic abuse since 1976. The group manages three safe houses within the local area as well as a Family Safety & Justice Centre. At any one time 14 families from across the region will be resident in the homes.

In 2009, the charity supported 802 victims, including 54 men, thanks to its award-winning Independent Domestic Violence Advocacy (IDVA) & Outreach Service. In addition, 67 families have resided in the three safe houses while the group has also cared for over 2000 children and young people. The IDVA team, one of the first in the UK, provides specialist support services to particularly vulnerable groups including Eastern European, Black Minority Ethnic communities and victims who misuse drugs and/or alcohol. Low to medium-risk victims of domestic abuse are provided with holistic, longer-term support through the outreach service which includes a Freedom Programme to help victims identify abusive behaviour and avoid harmful relationships in the future. The Specialist Children's Service not only raises local awareness of issues but provides structured services for child victims of domestic and sexual abuse with trained staff.

Contact: Emma White

Tel: 07879 408029

Email: emma@ebwomensaid.org.uk



Berryfields & District Community Centre Limited

Berryfields & District Community Centre Limited is a group of local people who have worked since 1988 to provide a permanent community centre for the disadvantaged residents of a social housing estate in Bodmin, Cornwall.

In 1990, the group built a temporary building that was finally replaced in 2009 after a 19 years of voluntary community effort. For two decades, trustees have successfully delivered a much-needed community nursery and youth and family play work

programmes. BDCC has also worked to improve local playing field facilities, raising money to provide a football pitch and play equipment - including a 'state of the art' outdoor gym.

Contact: Barbara Pendleton
Tel: 01208 77182 or 07796 138509
Email: barbarapendleton@hotmail.com



Bisley Community Composting scheme

Bisley Community Composting scheme was formed in 2005. A group of residents from the village decided that they wanted to reduce their carbon footprint by dealing with their garden waste at source in the village, rather than taking it over 20 miles to the nearest Household Recycling Centre.

A community composting site was set up and more than 100 people have now joined the scheme. Every member can take their garden waste to the site, where it is turned into compost, with the finished product made available to collect. The project is run and managed by a committee of 5 volunteers. In addition, volunteers

from the village help out with the running of the scheme, including processing the materials.

Approximately 50 tonnes of garden waste is transformed into compost each year. A lot of this waste consists of materials that can't be composted at home, such as thick tree branches. As the project helps reduce the amount of waste that goes into landfill, it receives 'recycling credits' of around £45 per tonne from Gloucestershire County Council, money which helps fund the day to day running costs of the scheme.

Contact: Ms Lesley Greene
Tel: 01452 770018
Email: lesleygreene2@googlemail.com
Website: www.bisleycommunitycompostscheme.org.uk



Bolton Lads & Girls Club Mentoring Project

Bolton Lads & Girls Club is the biggest youth centre in the UK. The Club is open 7 days-a-week, 52 weeks-a-year and welcomes all young people aged 8-21 years old.

'Bolton Lads Club' was founded in 1889 by a group of local businessmen who felt the need to support young lads who worked in some of the town's mills. The club wasn't as developed as it is today but represented a safe place where young lads could spend their free time.

In 2002, Bolton Lads & Girls Club moved to its new home on Spa Road in Bolton town centre. The new facility cost £5million and to this day remains a building that is fresh, modern, exciting and above all, fit for purpose.

As well as the basic 7 nights-a-week youth club service, the Club also provides dozens of other projects for the town's young people; The Mentoring Project, Sport, Pathways 2

Success, Residentials, Outreach & School Holiday Project to name just a few. Supported by a team of around 50 staff, and an army of over 400 volunteers, the Club prides itself on being innovative, fun and without a doubt, the leading youth centre in the country.

Contact: Karen Edwards
Tel: 01204 540 100/111
Email: karen.edwards@blgc.co.uk



Braintree Over 60s club (Friday circle)

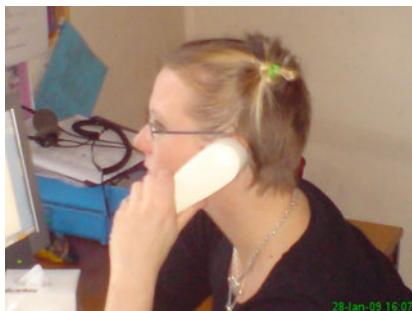
This club was formed in 1956 and has been well supported over the years by senior citizens in the age groups 60 – 90+. This is a social club where members enjoy a weekly meeting place on Friday afternoon between 2pm – 4pm. They can take part in organised raffles, quizzes and Bingo.

The group arranges for guest speakers to attend regularly and also for entertainers to perform at special meetings i.e. their Harvest lunch and Christmas dinner. There is a committee that organises bring n' buy sales, fish n' chip lunches and arranges for outings by coaches to places of

interest e.g. garden centres, museums, theatres and to the coast for lunch and tea. The group hold their own fundraising activities and apply for grants from local services to help meet the financial costs involved. The Club is active and there is enough stimulation for all members who are able to take part in the activities.

“Receiving the Queen’s Award for Voluntary Service has given us the added motivation to continue providing a pleasant meeting place which is disabled friendly where both men and ladies can continue to have a pleasant afternoon.” - Mrs Gloria Ford (Chairperson)

Contact: Mrs Gloria Ford
Tel: 01376 323 280
Email: glorybird@talktalk.net



Bristol Crisis Service for Women

Bristol Crisis Service for Women is a national charity providing support for girls and women who self-injure (also called self-harm), through helpline, text and email services. The group also has a range of information resources, and delivers training for professionals who work with people who self-injure. Self-injury is a widespread but often hidden or misunderstood issue. The support services are staffed by female volunteers who come from the local community and undertake an accredited training course before starting work on the services.

Volunteers come from a wide range of ages and backgrounds. Many have some experience of self-injury, either personally, through a family member or friend, or professionally. Volunteers are regularly able to use their experience of working with the organisation to further their own personal and professional development, for example moving to social work or counselling training.

Contact: Hilary Lindsay
Call: 0117 9279600
Email: bcsw@btconnect.com
Website: www.selfinjurysupport.org.uk



British Red Cross refugee services, Portsmouth

The British Red Cross aims to help refugees and asylum seekers adapt to life in the UK by familiarising them with the local area and helping them access essential services. Working closely with other local organisations and agencies, the Portsmouth project provides information, advice and support to help refugees and asylum seekers settle into the local area with an emphasis on facilitating and signposting; helping service users to build their confidence and independence.

The group provides food vouchers, clothing and other support to the destitute, as well as access to the Red Cross International Tracing and Message Service. It helps by offering initial orientation support with a volunteer caseworker for a period of about six weeks; providing information and practical support in accessing essential health, welfare, education and legal services, and dealing with unfamiliar systems.

It advises on local support networks, community groups and other social networks, gives emergency provisions and clothing, signposting to other services and agencies assisting refugees and asylum seekers. It also refers users to other British Red Cross services, such as international tracing and message to help locate missing family and friends overseas.

Contact: George Brown
Tel: 023 9281 7306
Email: georgebrown@redcross.org.uk
Website: www.redcross.org.uk/refugees



Britwell Youth & Community Project

The Britwell Youth & Community Project (formally The Britwell Boys Club) was founded in 1961. Built by the National Association of Boys Clubs and was the first purpose built Club, built in Buckinghamshire after the war.

The main objective of the Britwell Youth & Community Project is to help young people on the Britwell Estate, especially but not exclusively, through leisure time activities, so as to develop their physical, mental and spiritual capacities and encourage them to grow to full maturity as responsible individuals and members of society. This is achieved by offering young people aged 10 plus activity programmes in youth club sessions run throughout the year.

Volunteers are a major part of the Project, over the years the group has seen some of their original Pre-school children who went on to attend their youth club become volunteers in the youth club as well as offer help with repairs on the building and fundraising activities. Being affiliated to Berkshire Association of Clubs for Young People gives the group the opportunity to offer volunteers various training such as youth work, first aid, safeguarding young people and mentoring which enables them to become more confident and motivated.

Contact: Paula Murphy

Tel: 01753 526802

Email: paulamurphy11@hotmail.com



Broadbent Luncheon Club

Broadbent Luncheon Club, based in Lord Lane, is run by the Women's Royal Voluntary Service (WRVS), the club holds lunches and craft sessions every week for people aged 50 to 92. Volunteers set up handicraft groups such as card making, pyrography, water colour painting and silk painting.

Project manager Jean Martin has been involved in the club since it was formed in 1966. The 77-year-old, from Clifton Street, Failsworth, said she had forgotten all about the nomination, which was submitted by a number of people connected with WRVS last June.

She said: "The volunteers are all walking on cloud nine. I'm very proud of them, they always work exceptionally hard and are a great team. I'm very proud they've got the recognition they deserve."

Contact: Mrs Jean Martin

Tel: 0161 681 4598/ 0161 681 4146



BroadPlain Working with Young People and Riverside Youth Project

BroadPlain Working With Young People and Riverside Youth Project is an inner-city, multi-racial youth project aimed at all the young people who live in and around Bristol. The centre is situated in Easton and St Pauls, highly deprived areas with the highest unemployment and crime statistics in the city.

The group works with young people aged 7 to 24, using sport as a platform to re-engage those who are hard-to-reach, and working with local agencies such as the Police, social services, education and other community groups. Its club has been

recognised as a regional centre of excellence for its provision of amateur boxing and the group has produced a number of champions who have been guided along the right path. The centre also offers a climbing wall, large sports hall, basketball court, workshop, a fully-resourced games room and a computer suite which is used for homework clubs and projects.

The young people joining BroadPlain become part of a family, belonging to something positive that assists and nurtures them in their personal development. The group's success would not be possible without the dedication and commitment of its volunteers who all help to really make a difference to young people's lives and the community.

Contact: Dennis Stinchcombe

Tel: 0117-955 2866

Email: dennismbe@riversideyp.org



'Buddies' Local Aid

Local Aid 'Buddies' support children and young adults with severe learning difficulties and challenging behaviour between the ages 8 - 18. The individuals who attend often find communicating and making friends difficult. 'Buddies' is where the child / young adult can take part in various activities that will not only lead to life and social skills development but can also benefit the parents and siblings with the much needed

respite and support. They are also able to gain a number of awards such as Millennium volunteering, Youth University Credits and Duke of Edinburgh hours.

Project Manager Amanda Lervy commented "For such a small local organisation to be nominated and receive this award has been truly staggering, we are all delighted. We are also able to use the Queens Award logo on all of our stationary and publicity material which added enormous credibility to our work."

Contact: Amanda Lervy
Tel: 01792 655771 / 07846204358
Email: Amanda.lervy@swansea.gov.uk
Website: www.localaid.co.uk

Building Bridges

Age Concern's Building Bridges project aims to narrow the gap between the generations. Age Concern volunteers visit schools and youth groups in the area, mentoring young people or working on projects that help raise students' aspirations. One popular visit is when volunteers visit and talk about World War II. Maurice Kirk, a Royal Marines war veteran, is just one of around 50 regular volunteers with Age Concern. The 86-year-old joined the Marines in 1941.

The group works with local schools and communities to promote interaction and relationship building between generations, the volunteers give up their time to offer guidance and relate stories to younger people

Jo Ward, a manager at Age Concern, said: "This project has been so successful because of the dedication of our volunteers who share their time and experiences with young people. We're absolutely delighted to be recognised with the award."

Contact: Ms Joanne Wood
Tel: 01229 831 425
Email: jo.ward@acbarrow.org.uk



Cardiff Conservation Volunteers

Cardiff Conservation Volunteers have been undertaking practical nature conservation since 1978. The group has around 100 members and usually works on a Sunday, but sometimes goes away for a weekend or even longer.

Its work is varied and examples include dry stone walling, removing Himalayan Balsam, woodland management, building otter halts, hedgelaying, creating ponds, and making footpaths. Occasionally the group travels to places such as Killarney, Liverpool and Pembroke, but usually works within an hour's drive of Cardiff.

The group's clients include Wildlife Trusts, the Woodland Trust, Schools, Councils and the Countryside Council for Wales. A favourite destination is Coed-y-Felin, which comprises 14 acres of semi-ancient mixed woodland surrounded by houses in the north of Cardiff. It is a Site of Nature Conservation Importance (SNCI) where the group has cut back invasive scrub, created footpaths to encourage people to use the woodland but not to trample the flowers, carried out coppicing - a traditional method of woodland management - and is currently digging out a pond.

Contact: Robert Hall
Email: hall4444@gmail.com



Caribbean Islamic Cultural Society

The Caribbean Islamic Cultural Society was established in 1980 to meet the needs of the Muslims from the Caribbean. It has over two hundred members.

The organization provides a range of services including offering advice and information on Islam, running women and youth support groups. Islamic classes are also organised. Volunteers contribute to and publish a quarterly newsletter. The group observe Islamic religious events such as Eid, and volunteers offer bereavement counselling and other related services. There are leisure activities for members which include barbecues, dinners and coach trips

The group has donated over £25,000 to assist the poor and needy in the UK and Overseas, especially countries affected by natural disasters. The organization has also hosted a number of major events including the celebration of Eid in the House of Commons, a festival to commemorate 170th anniversary of the arrival of East Indians in the Caribbean and an interfaith event which includes representatives from Christians, Hindus, Jews and Muslims communities.

The organisation depends mainly on the generous donations of members and well-wishers to carry out its activities. Volunteers also organise fundraising events such as dinners in order to sustain the work of the organization. A management committee, comprising of nine volunteer members who are elected at the organization's Annual General Meeting, manages the organization affairs. The president of the organization was awarded an MBE in 2010.

Contact: Mohamad Rashied MBE

Tel: 0208 737 1598

Email: Rashied@btinternet.com



Caring Canines

Caring Canines is a Bournemouth based dog assisted therapy group founded in August 2006 whose volunteer members visit in their local community after the animals have been vaccinated and their temperament tested and insured.

The group brings the unique happiness and comfort that only a dog can offer to people of all ages and abilities. Volunteers visit hospitals, day and residential units, hospices and schools.

The group has developed three children's programmes:

- Be Dogwise and Charlie's storybook (for under 5s) teaches children how to stay as safe as possible when in a dog's company. These have been delivered to over 1700 children since October 2007 and the programme is fully booked until February 2011.
- Be Bookwise is a literacy programme which helps children under 12 years of age who have reading problems often from a lack of confidence and low self-esteem. 15 members and their dogs, the children's book 'buddies' work with pupils weekly throughout the term and this one to one attention has had remarkable results. All pupils have shown definite improvement in their reading skills, some of them within a few months of taking part in the programme.

Caring Canines are "Happiness Dogs" who offer non-judgemental friendship to all they meet.

Contact:

Julie: 01202 579 744

Sue: 07812 477 349

Email: caringcanines@btinternet.com

www.caringk9s.webeden.co.uk



Carnoustie Community Helpline

The Carnoustie Community Helpline began 29 years ago, when a local Doctor and a Church Rector showed great foresight in highlighting the importance of health professionals working in partnership with voluntary agencies, within the community. The group's main function is to drive those registered with Parkview Primary Care Centre Carnoustie unable to access other means of transport, to any medical appointment, by private car.

The Helpline has the use of an office in the Primary Care Centre with its own equipment, for one hour each weekday. A team of telephonists puts clients in touch with the group's drivers and make the necessary arrangements, and during the past year, drivers completed 720 runs. All work is voluntary, but drivers receive payment towards their fuel costs and clients are invited to make a donation, with financial support also provided by many local organisations and individual donors. Chairperson Mrs Edna Boffey said, "We are thrilled to receive this prestigious award, recognition not only of our present helpers and supporters, but of everyone who has contributed over the past 29 years."

Contact: Mrs Edna Boffey

Tel. 01241 852649

Email: regboff@aol.com



Cave Rescue Organisation

In 2010 the Team celebrates its 75th Anniversary of becoming the first active Cave Rescue Organisation (CRO) in the World. They are one of only three teams in the UK who perform cave rescues as well as mountain rescues. Their volunteers come from many walks of life in the Dales. Many members have given over 25 years of service with many over 30/40 years and one member over 50 years continuous service

They show incomparable dedication in helping those in difficulties above and below ground. Since 1935, the CRO has attended 2,250 incidents. This has involved 3,160 people (aged from 5 months to 88 years). The team is a major part of Dales Life and is held in very high regard by the Dales Community. They have been fortunate to benefit from the generosity of local people. They have just added a 110,000.00 extension to their Headquarters at Clapham, a picturesque village situated between Ingleton and Settle in the Yorkshire Dales National Park.

Contact: Mr Jack Pickup
Tel: 01542 51697
Email: jackpickup@msn.com
Website: www.cro.org.uk



Clevedon Care

Clevedon Care is a registered charity operating in the Clevedon area of North Somerset. Their principal activity is arranging and providing a friendly courteous and caring transport for local people to easily get to appointments in Bristol, Southmead, Frenchay and other area hospitals as well as local medical services, including Health Centres and the Cottage Hospital. Since the group started in 1987 more than 40 000 trips have been made – saving the NHS over one million pounds over the period.

Volunteers run an office (located in St. John's Church Lower Hall in Hillside Road) morning and afternoon, five days a week. Most requests are received via the telephone. Client requirements are matched to available drivers by telephone and coordinated by a cross-referenced filing system. Duties and responsibilities are determined through a Management Committee which meets three or four times a year. The group currently responds to more than fifty jobs each week.

Contact: Mrs Ella Howcroft
Tel: 01275 875 989

Website: www.clevedoncare.btik.com



Community Justice Panel (South Somerset)

The Community Justice Panel (South Somerset) uses restorative justice to deal with low-level anti-social behaviour cases from Police and local Housing providers. The Panel has been operational for nearly 6 years and dealt with over 950 people affected by anti-social behaviour in South Somerset. The partnership between the Justice Panel and community partners is one of the keys to the success without which their work would be less effective.

Other Panels have now been established in other parts of Somerset, following on from the successful Chard project. The panel is made up of trained volunteers from the local community, who wish to make their Community safer. It has succeeded in forging better links between the Police, Housing providers, local councils and the Community they serve. This is partnership working at its best and has succeeded in making people feel safer and better about their local environment.

The reoffending rates are low; currently at less than 3% of those appearing before the panel. It has been particularly successful in dealing with neighbour disputes that have threatened to get out of control without intervention. The Police are using the Panel for cases which might not go to court, this has resulted in victims feeling part of the process. The

attendance of those who have been harmed is high compared to similar schemes such as YOTs. The involvement of volunteers allows more preparation time and ensures all parties know what to expect at the Panel.

Contact: Ms Valerie Keitch
Tel: 01460 260 341
Email: valerie.keitch@southsomerset.gov.uk



Community Savings Ltd

Community Savings is a self-help savings and loan co-operative whose purpose is to encourage members to save regularly, make available low interest rate loans and provide them with free financial advice. Membership is obtained by forming or being part of a common interest group. The Common Interest Groups are run by committees of unpaid volunteers. Any profit made is returned to members or used for their respective group's costs

The group provides self-help opportunities to those in need of financial support and provides a mentoring service which educates individuals on how to budget for their everyday requirements and manage their resources.

Contact: Mr Brian Curtis
Tel: 01534 737555
Email: community.banking@jerseymail.co.uk
Website: www.communitysavings.org.je



Douglas Macmillan Hospice Volunteers

The Douglas Macmillan Hospice is the only adult Hospice for the people of North Staffordshire and surrounding villages. It was established in 1973 and has grown over the years not only in size but also in the range and amount of care services available for local people.

Their consultant led multi-disciplinary clinical team provides specialist palliative care for people facing cancer and other life-limiting illnesses; and help and support for their families and carers.

The hospice does not charge for the care and help they provide, but rely on voluntary donations and some statutory funding to meet their running and development costs.

Volunteers have always been closely involved with the development of the hospice movement. Often the initial drive to open a hospice has come from the community, where friends have grouped together to raise awareness locally, to raise money and then to provide the staffing. This was the case with Douglas Macmillan Hospice.

There is currently a committed and enthusiastic team of more than 600 volunteers who help in all areas inside and outside the Hospice, including driving patients from home to the Hospice, fundraising, helping with food preparation and service, running the charity shops and tending to the Hospice gardens.

Contact: Mr Guy Clarke
Tel: 01273 612 539
Email: guyclarke@dmhospice.org.uk



Eastside Educational Trust

Eastside Educational Trust was established in 1994 to introduce children and young people to the arts, culture and heritage in London and to inspire and motivate young people to realise their full potential.

The charity offers a comprehensive range of creative and cultural experiences, providing more than 100,000 hours of cultural activities annually to children and young people across the capital.

Eastside's projects introduce young people to important life skills such as leadership, responsibility, commitment and team work whilst the children are taking part in creative arts activities.

The charity also offers training and professional development to teachers and youth workers. Eastside currently works with over 100 volunteers annually. Volunteers are actively involved in every aspect of the charity's work from providing support to children with special educational needs to assisting the creative team in the office.

Eastside's Artistic Director, Christopher Enticott comments: "Volunteers are the lifeblood of our organisation, and we are honoured that our volunteering programme has been recognised with such a prestigious award. We are always inspired by the energy and enthusiasm that our volunteers bring to Eastside and we are delighted to work with so many volunteers from our local community."

Contact: Christopher Enticott, Artistic Director

Tel: 020 7033 2380

Email: chirs@eastside.org.uk

Website: www.eastside.org.uk



Elgin & District Cancer Support Group

The Group was set up in 1989 and has grown since then to 78 members. The objectives are to provide emotional and practical support to those whose lives have been touched by cancer, their relatives, carers and friends involved with their care, through the exchange of experiences and provision of general information, non medical advice and counselling. They assist individuals, and their families, to adopt a positive approach to living with cancer.

A transport system is in place, to take people to hospital, often 60 miles away. They pay for regular advertising, social and educational activities, as well as for six qualified people to provide a range of alternative therapies to help individuals. Monthly meetings are held, with a wide range of speakers, followed by tea and chat, which is very important. An informal coffee morning, between meetings, has proved extremely popular.

The committee of ten find a "buddy system" is very useful in keeping in touch with everyone and the monthly newsletter is a good means of communicating too. The group is a registered charity and work hard all year round to fundraise and enjoy friendship and camaraderie in doing so. All activities are great fun and include "computing for the terrified", trips to the local bowling alley, summer outings on a mystery bus tour, Christmas parties.

"We are all so thrilled to receive The Queen's Award for Voluntary Service 2010 in recognition of our work in the local community over the last twenty years." June Edmonstone

Contact: June Edmonstone

Tel: 01343 541 872

Email: june@edmonstone.fslife.co.uk

Website: www.edcsg.org



Elland Silver Band

Elland Silver Band teaches and promotes the playing of brass musical instrument.

The band performs at many venues across Britain and competes in competitions locally and nationally. All members are volunteers and give freely of their time to teach and entertain. The band has an excellent Youth and Training Band where they provide instruments and tuition to children as young as 7 years old.

The band also supports many local and national charities by performing concerts to help raise vital funds for these charities.

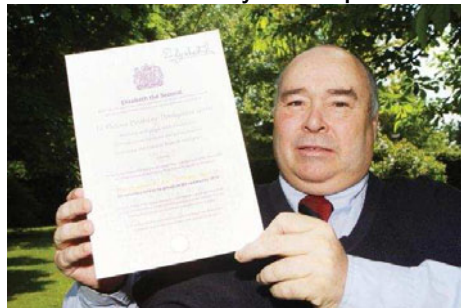
Contact: Kathleen Harrison

Tel: 01484 717126

Email: ellandband@hotmail.co.uk

Website: www.ellandsilverband.co.uk

FC Phoenix Disability Development Group



FC Phoenix Disability Development Group brings people together so that they can make the most of their abilities and not focus on their disabilities.

Volunteers encourage people of all ages to believe in themselves, and take an active part in exercise and working with others. The group runs programmes like wheelchair football and emphasises teamwork and respect for individuals. The group has been recognised as a partner for disabled people to organise and coach football.

Contact: Mr Ralph Farmer
Tel: 01432 353 900

Email: r.d.farmer@btinternet.com

Fern Gore Residents Committee

The residents association was formed in February 2003 after local people complained that no improvements were being made by the local authority. It was decided that the Fern Gore Residents Committee was the answer and a meeting was arranged at the local pub for the group to agree a chair, vice chair, secretary, treasurer and other members. The group now holds meetings with the public on the last Wednesday of each month where they listen to requests, complaints and meet with various departments of the local authority to resolve issues arising from the discussions.

The residents committee also recognised that there were no local youth football teams. Knowing that this would help the local young people who had little to entertain them, a management team was sourced and a training programme established for the first team to be set up. Today, there are nine junior/youth teams and one adult team.

Committee members are encouraged to engage with as many local organisations as possible to help garner contacts for the benefit of the projects run by the group. These include being the chair of St Peters infant school, treasurer of the Globe football club, chair of neighbourhood management, chair of Hyndburn soccer task force, vice chair of the group's area management board and a few other local organisations.

Contact: John Drinkwater
Tel: 01254 392738

Email: j.drinkwater@virgin.net



Filipino Community Wales

The Filipino Community Wales (FCW) is a group of Filipinos who volunteer their time to enhance and improve the quality of life and opportunity of their fellowmen. It has provided community services and developmental work since 1991 throughout Southwest Wales. Volunteers organise social and cultural events, workshops, skills and talent development and training, as well as lending their skills by interpreting and translating and signposting Filipinos to other service providers.

The group has promoted the Filipino community's cohesiveness, while integrating them into the wider community by breaking cultural and language barrier, racial differences.

FCW has the first and only Filipino Community Drop-in Centre in Wales that has helped Filipinos with their UK Entry Problems, facilitated police assistance to victims of hate crimes and domestic violence, and referrals to service providers.

FCW has instrumental in helping Filipino Nurses, particularly in Swansea who were recruited en masse to fill the gap in healthcare services in Wales. The group assisted by holding citizenship sessions which helped the newly arrived nurses integrate more effortlessly. Currently, FCW has partnered with other organizations and providers to train and develop Filipino Skills and Talents in a bid to help community members overcome economic inactivity and difficulties.

Contact: Amy Anita Moore
Tel.: 01792 480177; Mobile: 07810 026127
Email: filipinoswales2005@yahoo.co.uk
Website: www.filipinocommunitywales.org.uk



Fishbourne Sailability Club

Fishbourne Sailability Club was founded on the Isle of Wight in 2001 and opened its first sailing season in 2002. The purpose of the club was, and remains, to enable people with disabilities to get afloat and enjoy recreation on the water.

The club initially operated a mixed fleet of sailing boats from the facilities generously made available by the Royal Victoria Yacht Club. Over the years the club developed its fleet to include sailing and power boats particularly a motor catamaran accessible to members in wheelchairs. Cooperation with other organisations on the Island has extended the range of boats available to members and, in return, Fishbourne Sailability Club has been able to make activities afloat available to other bodies including St George's special school and the

Isle of Wight Limbless Association.

In 2010 the club moved its base to the UK Sailing Academy, Cowes and this move has enabled closer working with the Academy, East Cowes Marina and Cowes Corinthian Yacht Club.

“The club is entirely dependent for its success on the efforts of its volunteers and it is very pleasing that these efforts have been recognised by a Queen’s Award for Voluntary Service.” – Mr Brian Gay (Commodore)

Contact: Patrick de Peyer

Tel: 01983 882560

Email: p.depeyer@btinternet.com



Fishwick Rangers Youth Development Scheme

Fishwick Rangers Youth Development Scheme is a local community organisation based in the Fishwick area of Preston. It began in September 2001 as a football club, but has now expanded into a Youth Development Scheme.

The organisation provides new and diverse interests and activities for young people, so they are diverted away from crime and drugs. It also aims to provide them with enjoyment and satisfaction, giving the opportunity to be part of the community. The scheme will enable them to gain key skills in teamwork,

communication and build self-confidence.

Fishwick Rangers has had a successful track record in the football initiatives it has taken part in, notably being Summer Splash champions two years in succession. One of the most important developments of the scheme is the introduction of the Homework Club, which will assist with the educational needs of young people.

The members and volunteers of the group are very keen and enthusiastic and without their valuable time the scheme would not have achieved the many successes to date.

Contact: Mr Fayaz Ahmed

Tel: 07966 525835

Email: fishwickrangersyds@yahoo.co.uk

Website: www.fishwickrangers.com



Greenlight Gateway

Greenlight Gateway was established in 2005 in Ballycastle Northern Ireland in order to provide young people with severe learning disabilities an alternative to traditional day care services offered to them.

The organisation offers a supported employment model to encourage young people and adults to reach their full potential and in doing so prove themselves to be an integral part of society. The young people involved in the

project actually own the company, they recycle aluminium cans, textiles, grow and maintain plants and run a shop.

They are a small voluntary community and social enterprise and the organisation was started by volunteers and driven on by a strong voluntary ethos. They address an inequality in the provision of equal opportunities to a small section of often overlooked young people in their rural setting who they believe have the right to access suitably tailored employment opportunities which will challenge them, promote self fulfillment, reduce social isolation and encourage them to reach their full potential.

“As a voluntary organization we believe that as Gandhi once said ‘"The best way to find yourself, is to lose yourself in the service of others."’, and we do this by ‘Looking at Ability and not Disability’. We are delighted and privileged to be honoured by being nominated for and receiving this most prestigious award and it is a great encouragement to us all as we work together into an exciting shared future in Northern Ireland.” – Frank Nealis (Director)

Contact: Anne McIlroy

Tel: 02820 761 110

Email: greenlightgateway@hotmail.com



Ground Floor Project

The Ground Floor Project was established in 1981 by local people, in response to a lack of adequate community provision in the Upper Calder Valley area. The aims quickly grew to encompass and support a number of disadvantaged groups locally, including youths, older people, the unwaged and people with both physical and learning disabilities.

To this end, the Ground Floor Project continues to be actively involved in providing, developing, supporting and sustaining a wide range of community led and self-help initiatives through the provision of its community resource centre (providing community groups with accommodation and resources) and through the numerous community enterprises it has helped establish. These combine providing work experience and a safe environment with the social benefit of providing a service back to the community.

The group’s current schemes provide a variety of employment training for people on long-term unemployment as well as those who have previously suffered from mental health problems, such as offering at-cost IT help and repair facilities to the Voluntary Sector (through DOT-COMMunications) and refurbishing and recycling donated IT hardware (through 3R-iT – Refurbish, Recycle, Retrain through IT Recovery) to the benefit of local community organisations as well as disadvantaged families.

Contact: Jae Campbell

Tel: 01422-844991

Email: admin@groundfloor.org.uk

Website: www.groundfloor.org.uk



Hands On Project

Established in 2003, the community-based Hands On Project provides free in-house practical assistance in the form of a Handy Person service and a Befriending service specifically for the elderly, disabled, infirm and those who are housebound within the areas of Cambuslang and Rutherglen, South Lanarkshire.

The project aims to: reduce social isolation and loneliness; increase confidence and independence; and increase the wellbeing of its members. The group encourages integration back into the community and also improve their quality of life.

The Hands On Project supports over 50 volunteers from which the success of the project is directly attributable. Volunteers bring real improvements to communities and to the lives of those most in need. Their Handy Person service offers assistance on a wide range of jobs and tasks which are often too difficult for older people to complete. Jobs carried out are wide ranging such as changing light bulbs, tidying / cleaning out cupboards, building flat pack furniture, turning mattresses, hanging curtains and cleaning inside windows. This help encourages confidence in the elderly about remaining in their own home for longer.

For those who are socially isolated and lonely, volunteers provide an invaluable befriending service, visiting on a regular basis and offering company and support. Volunteers are now being trained to work with individuals with dementia related illnesses.

The Hands On Project volunteers take great pride in helping to improve the quality of life of older people living in the local community.

“We are incredibly grateful to the Queen’s Award Panel for recognising the valuable contribution which our volunteers make to their local community.” – Stuart McGregor (Manager)

Contact: Stuart McGregor

Tel: 0141 641 5169

Email: greenlightgateway@hotmail.com



Highfields Sports Leadership Academy

Highfields School is an 11–18yrs community school set in the Derbyshire Dales in Matlock and has 1,450 students on two sites. The Highfields Sports Leadership Academy was set up in 2003 with 10 students. The Academy now comprises 350 students and takes eight different awards issued by Sportsleaders UK. Students in the 6th form take additional first aid qualifications, National Governing Body awards and Child Protection courses which enable them to assist and coach in the Community.

This volunteering pathway ensures that young leaders are trained for life. The Academy students support all activities within the school sports partnership framework and their young ambassadors promote the Olympic/Paralympics’ values as well as mentoring to others to do the same.

The Academy is addressing the needs of a rural location by supporting and increasing opportunities for active participation of all age groups in the community. Highfields Sports Leadership Academy is a Sports Leaders UK Star Centre and a Community Network Centre. The group trains adults in the community in Sports leadership skills and provide opportunities for other tutors of the leadership awards to meet for continued Professional Development.

There have been over 1,000 students and over 200 adults mentored in Sports leadership since 2003. Currently 350 students give over 3,500 hours of voluntary service to the school, the Community and to Derbyshire.

Contact: Jayne Allen (Director)

Tel: 01629 581888

Email: info@highfields.derbyshire.sch.uk

Website: www.highfields.derbyshire.sch.uk



HTV Circles

HTV Circles is a registered charity that specialises in delivering circles of support and accountability. It works in partnership with the police and probation service across Hampshire and the Thames Valley to support, monitor and maintain sexual offenders released back into the community and often socially isolated and marginalised from society.

The group's staff comes from a background of working in the probation and police service. It recruits, trains, supervises and supports groups of volunteers to set up circles of support for sexual offenders and reduce the risk they pose. This is done through setting up a group of 4 to 5 volunteers who work closely with the sexual offender, both supporting them but also holding them accountable.

HTV Circles has recruited and trained 200 volunteers since the project opened in April 2002. It has successfully worked with 70 core members (sex offenders) in that time, with only one man being re-convicted. Research indicates that this is a vast reduction in expected re-conviction rates.

Contact: Rebekah Saunders (C.E.O) OR Ron Macrae (Co-ordinator)

Tel: 01235 816050

Email: info@htvcircles.org.uk



Humjoli Group

The Humjoli Group was founded in 1999 by Mrs Saba Rana. The Group started by meeting once a week every Sunday in a small room.

In 2002 the Humjoli Group was recognised by Slough Voluntary Council who assisted the Humjoli to get a small amount of fund which helped in establishing the group.

The group aims to raise healthy living awareness among the Muslim Women in Slough and developing their talents through various activities. They also work towards creating a better understanding which is often threatened by the generation gap between mothers and daughters.

Over the years Humjoli has engaged both professional British Muslim women and isolated house-bound women in various activities such as a henna painting, cake decoration and voluntary work within the community. The group has also teamed up with many organisations to provide the best facilities and programmes for the women. British Muslim Women within the community have benefited by participating in activities such as swimming classes, yoga, aerobics, English classes, van driving training, gardening and discussions about health awareness such as breast cancer and diabetes.

“We welcome women from all communities and are very pleased to be awarded The Queens Award for Voluntary Service 2010 which we believe is due to the hard work of all our volunteers.”

Contact: Mrs Saba Rana
Email: saba.rana@hotmail.co.uk



Imagination Storytelling Café

The group introduced a very innovative concept of the Imagination Storytelling café in 2000 to encourage children and parents to come to the monthly storytelling sessions. The purpose was to reach communities with limited literacy by introducing the pleasure of storytelling and reading.

Monthly café sessions are held with tea and cakes in schools and community centres in deprived areas of Coventry. Children are encouraged to write their own stories and tell them to the group.

The cafes are organized by seven volunteers with voluntary support from two members of the city library service. There are two expert story tellers who are paid a modest fee. A craft exhibition and musician are now included for added effect.

The group's success led to their invitation to participate at the national annual library conference in 2007.

Contact: Colin Scott
Tel: 024 7683 2457
Email: colin.scott@coventry.gov.uk



Katharine House Hospice

Katharine House Hospice is supported by over 500 volunteers who help in the hospice and across its 13 retail premises. Their support is invaluable and enables the Hospice staff to offer the best care so that people in the community, affected by progressive illnesses, can live life to the full.

Volunteers range in age from 18 to over 80 and offer diversity, loyalty, passion and commitment that so positively enhances the services on offer. Volunteers provide support for staff in all areas which include, reception, patient transport, kitchen, patient care, lymphoedema, retail premises, flower arranging, administration, fundraising, gardening, therapy pets, hairdressing, simple massage, diversional therapies, pastoral and bereavement support and counselling. Some volunteers were part of the Hospice's steering committee, formed over 22 years ago and are still involved now. High numbers of volunteers achieve long service awards, which are given on an annual basis. In 2010

over 70 volunteers received an award for completing a service milestone of between 5 and 25 years.

Volunteers often 'go the extra mile' to meet a patient's needs, their support is virtually impossible to cost, but based on the minimum wage would equate, in 1 year, to over £320,00 worth of work and enables the hospice to achieve things which otherwise could only be a dream.

Contact: Bev Wheat, Voluntary Services Co-ordinator

Tel: 01785 254645

Email: bwheat@khospice.org.uk

Website: www.khospice.org.uk



Keswick Cricket Club Coaches

Keswick Cricket Club Coaches was formed in 1995. The group coaches cricket to children from 6-16yrs old in the Keswick and district area. Volunteers coach or play matches on six days of the week through the summer. They also offer indoor coaching sessions in the winter.

Age groups are established at U9, U11, U13, U15 and ladies and girls as an open age group. Girls are welcome to join the boys

when their ability allows.

Over the years the group has produced 29 county junior players, boys and girls, one North of England player and one professional cricketer with Durham C.C.C. Keswick junior coaches were instrumental in setting up a junior cricket league in the north of Cumbria. This league has now grown to 58 teams, which means that nearly 600 children are playing the national summer sport every week.

Contact: John Bryson

Tel: 017687 739 37

Email: johnjudithbryson@aol.com



Kilmory Community Bus

In June 1989 a small group of people got together to raise money to purchase a minibus in order to get the girls in Kilmory to the nearest Guide unit 10 miles away. With the funds raised and a bank loan, a Sherpa bus was purchased from a local outdoor centre. Within a year, the bank loan was cleared and through donations, the bus was paying its way. A few other groups wanted to use it too and a newer transit bus was purchased as more interest was generated.

In 1995, The National Lottery awarded the Kilmory Community Bus £22,000.

This was used to purchase a brand new transit bus. By this time, the bus was

known all over the Island and used by the school, church, WRI, pool, rugby, football club, dog trials, and at weddings and private parties. Funded solely by donations and driven by volunteers it soon became a vital service for the village. With the closure of the local shop recently, the bus offers a life line to the older people in the community by providing transport to the next village.

There are currently five volunteers in the group who are a valued part of the daily running of the bus. They give their time and expertise willingly, devotedly and are all committed to the ethos of the bus and its users.

The presentation of The Queen's Award for Voluntary Service is seen by the local community as a fitting tribute to them.

Contact: Ms Phyllis Picken

Tel: 01770 570 345

Email: papicken@hotmail.com



Knowle West Health Association

Knowle West Health Association is situated in the heart of the community of Knowle West in Filwood Community Centre and is aimed at promoting, protecting and preserving good health and wellbeing for local residents of Knowle West in Bristol.

It is managed by a dedicated Board of Directors consisting mostly of local residents ensuring that local voices are heard. The group offers a range of activities, projects and services such as a community kitchen project, domestic violence advocacy service, Over 50s group, crèche facilities, Foster Carers support group, men's group.

They constantly seek to expand the services they offer in response to local need, e.g. a pilot "Foot Care" scheme has just been set up for local people over the age of 65.

The group of volunteers focuses on the needs of their specific community and is dedicated to providing the help and support that is clearly required.

Contact: Ms Caroline Casey

Tel: 0117 963 9569

Email: info@knowlewesthealthassoc.org.uk

Website: www.knowlewesthealthassoc.org.uk



Landywood & District Voluntary Help Centre

Landywood & District Voluntary Help Centre started in 1972 and has grown considerably over the years into a vibrant centre.

The group support vulnerable members of the community, especially isolated people, senior citizens and those with special needs. Funds have been raised over the years to extend the building and purchase three vehicles for transport.

They offer a range of services including coffee mornings, a rainbow club for special needs people, lunches for senior citizens, transportation to hospitals, etc and a helpdesk for members of the community.

The Help Centre ensures that they meet the needs of the vulnerable and elderly within the community who require their support, so enabling their clients to enjoy a valued life.

Contact: Mrs Chris Myatt

Tel: 01922 413 849

Email: ron.myatt@sky.com



Learmount Community Development Group

The Learmount Community Development Group was established in 1991 to "empower and support people in working towards the social, economic and environmental development of their community."

The community comprises of almost 2000 people who form over 400 households, which extend across Park Village and hinterland. The centre provides a wide range of activities for the community members, main activities include: provision of a community centre which houses groups such as a park playgroup, a mother & toddler group, a youth club, as well as providing a venue for organisations like the Park and District Farm Association, Age Concern, Outreach Clinic, Credit Union, Citizens Advice, and the Post Office. They also provide a range of educational and recreational classes such as, a craft class, internet & email, computer classes, yoga, and First Aid classes.

The Learmount Group also oversees environmental and village enhancement projects and has good working relationships with Derry City Council, Forest Service, North West Regional College, Workers Educational Association etc. The group has a database of 85 volunteers who provide services to the community throughout the year. Services include Good Morning Park (telephone calls to the elderly), Befriending Service, Book Club, Art Club, Kid's Environmental Club, Green Club, Fishing Club, Welfare Benefits Advisor, Summer Scheme, Forest Ranger, Litter Pick, Book Swap.

“We are delighted and honoured to receive this prestigious award which recognises the hard work and dedication that our volunteers contribute to ensure services are available in their local community” – Mrs Caroline Lynch, Development Officer

Contact: Mrs Caroline Lynch
Tel: 0287 778 1881
Email: lcdg@derrycityconnect.org



Live!

Live! is a small charity in West Cheshire working for the last 15 years with disabled children and young people aged between 10 to 25 years old. The organisation provides a vital service to these children and young people, many of which are unable to access other services due to their complex needs.

Live! values each and every child and young person as an individual and recognises the full rights of these people to be active citizens. All too often the rights of disabled children and young people are over shadowed by their personal care needs and their voices are not heard. The children and young

people have full ownership of their activity programmes and all are involved in evaluating each project. They are encouraged to grow in self esteem, confidence and self assurance. Their mental wellbeing improves with each attendance and most importantly, they are allowed to be children and teenagers, not wheelchairs and problems.

All this work would not happen without the support of volunteers, who come from all walks of life, aged from 14 to 60 years old, bringing their own and unique gifts of time, life skills and commitment.

Contact: Sandra Pollitt
Tel: 01244 320479
Email: sandra@livecheshire.org.uk
Website: www.livecheshire.org.uk



Manx Befriending Network

The Manx Befriending Network offers befriending services to older residents living in the Isle of Man experiencing the impact of social isolation and loneliness. Ageing often leads to social isolation as a result of increased frailty, lack of mobility, and the loss of friends and family. The resulting feelings can lead to depression and a range of physical symptoms such as sleep disorders, lack of appetite and lower energy levels. Befriending offers supportive, reliable relationships through trained volunteers of all ages and from all walks of life. A regular visit from a befriender can provide companionship, practical and emotional support, and generally improve physical and mental wellbeing.

Across the island approximately 320 volunteers engage in one-to-one friendships and facilitate social gatherings. Over 400 older people are supported by their commitment and care. By strategic relationships with both statutory and other voluntary sector organisations, the Manx Befriending Network represents cohesive joined up working and is an excellent practical example of effective partnership across sectors.

“The Manx Befriending Network is delighted to receive this prestigious award which evidences the valuable contribution of the volunteer befrienders and represents the community spirit of the Isle of Man.” remarked the group’s manager, Maddie Porter.

Contact: Maddie Porter
Tel: 01624 833025
Email: manxbefriending@manx.net



Medway Aircraft Preservation Society (MAPS)

Medway Aircraft Preservation Society (MAPS) is an all-volunteer, not-for-profit Company. Their aim is to restore neglected aircraft of potential importance to the nation. Their principal customer is the Royal Air Force Museum, which has honoured MAPS by allowing it to take a whole aircraft from its wonderful collection for preservation at the airport. To date MAPS has completed 15 complete aircraft for flight or static display and 16 components, including aero engines.

Contact: Mr Lewis E. Deal MBE
Tel: 01634 204 492
Email: info@mapsl.co.uk

Website: www.mapsl.co.uk



Medway Valley Countryside Partnership

Medway Valley Countryside Partnership was established in 1988 and has contributed to a wealth of nature conservation projects throughout the boroughs of Maidstone and Tonbridge & Malling.

This has been achieved through advice and technical expertise as well the practical, positive involvement of hundreds of volunteers over the years. Foremost amongst these have been their regular Thursday Action Group "TAG" volunteers who get stuck into a whole manner of tasks. The regular group of 12-15 members clocked up nearly 700 man days of volunteering time alone in 2009.

Contact: Mark Pritchard
Tel: 01622 683695
Email: medwayvalley@kent.gov.uk



Milton Rovers Youth FC

Milton Rovers Youth Football Club is based in the rural South Lanarkshire town of Carluke. A real community club with football teams at all age ages for both boys and girls from the age of 5-19 years, a senior ladies team and an amateur team.

The group provide and deliver participation opportunities in sport, health and fitness, outdoor activities and community volunteer coach education and training programmes for boys and girls, deemed to be disadvantaged, at risk, vulnerable, hard to reach or disengaged. The Club has been working tirelessly for the last few years to achieve SFA Community Club status and achieved this in 2010. A grant from Cashback for Communities has enabled the Club to construct two new G4 Astro 7-a-side pitches which were officially opened by Justice Secretary Kenny MacKaskill MSP on Saturday 30th October 2010.

Contact: Mr Ian McKnight
Tel: 07833 047 346



Morpeth Lions Club

Morpeth Lions Club was chartered in 1972 by Lions International and is committed to serving the local community. They have 28 serving members as well as the much appreciated support of members' wives and partners.

The group has a long running series of events which involve approximately 300 food parcels and presents at Christmas time. They also hold their annual afternoon tea and entertainment for about 220 elderly people in November. The group holds an annual fishing event and for the last 3 years has been involved with the children from Chernobyl Lifeline by helping to look after them on their recuperative visits to Morpeth.

At Christmas they run an annual raffle and supply prizes and tickets which local organizations sell and in turn keep any proceeds for their own use. The group fundraises continually as they receive many individual requests during the year which range from sponsorships to specialized equipment for the disabled.

“We are very proud of our achievements and take great pride in being awarded the Queens Award for Voluntary Service which would not be possible without the fantastic support from our local community and we thank them for their loyal support. Our motto is ‘We serve!’ and we are proud to do so. Les Brindley (Lions Past President)

Contact: Geoffrey Bushell

Tel: 0845 833 5832

Email: geoff.bushell@shasun.uk.com

Website: www.lions105ne.org/morpeth.htm



The Muslim Women’s Welfare Association

The Muslim Women’s Welfare Association (MWWA) was founded in 1987 by local women concerned about the lack of support available for Muslim women and their families in Redbridge and neighbouring areas. The issues which prompted the creation of MWWA remain equally relevant today. Many Asian women lead very isolated lives and have very few opportunities to develop and be included as a valued member of the community.

MWWA has organised a number of successful projects which have included ESOL, dressmaking, computer, parenting skills classes. The group runs health projects e.g. yoga & exercise sessions as well as growing vegetables in their allotment and run heritage projects successfully. These activities are run in several venues in East London to reach out women in their local areas. These are open to all women, regardless of faith. Services are used by women from a variety of faith groups. There is a team of 15 volunteers supporting the regular activities and service the office’s administration. This gives their volunteers enough opportunities to gain office skills and to further development. They also run advisory sessions and welcome all women who come to their office for help and support.

Contact: Shahida Sarwar (Project manager)

Tel: 020 8215 4949

Email: info@mwwa.co.uk

Website: www.mwwa.co.uk



National Coastwatch Institution (NCI) Cornwall

National Coastwatch Institution (NCI) Cornwall incorporates lookout stations at Bass Point, Gwennap Head, Cape Cornwall, St Ives, Penzance, Nare Point, Polruan, Rame Head, Stepper Point, Portscatho, Charlestown, Boscastle and St Agnes Head.

NCI was set up in 1994 to restore a visual watch along the coast after two fishermen lost their lives off the Cornish coast directly below the abandoned coastguard lookout at Bass Point on the Lizard. The local community, greatly distressed by this avoidable loss of life in their midst, managed to raise enough money to reopen the abandoned watch station and NCI was born. Having started with a small number of volunteers 15 years ago, the numbers have since risen to over 500. NCI volunteers provide a visual watch to assist in the protection and preservation of life at sea and along the coastline. They act as the eyes and ears of the emergency services to provide immediate and accurate information concerning actual and potential accidents to HM Coastguard.

Watch keepers come from all walks of life and offer a wide variety of skills and experience. They include doctors, nurses, police, electricians, master mariners, retired service men and women all ranging in age from 17 to 85. Many have already completed 5 years’ service with an increasing number gaining 10 year service awards. Volunteers keep watch for users of Cornish inshore waters be they commercial or leisure fishermen, yachtsmen or surfers.

Contact: Richard Hews, National Public Relations Officer

Call: 07774 108186

Email: richardhews@btinternet.com



Newlands Park

Newlands Park was acquired by Cheltenham Rugby Club in 2004, on a short term lease and as a result of a massive fundraising campaign; the Club was able to purchase the venue in 2007 from former owner General Electric.

Six pitches have been marked out, three for rugby and three for football in the winter. The venue also provides sporting facilities for local senior and junior rugby union clubs, junior rugby league sides, three senior football clubs and fifteen junior football sides. Newlands Park also plays hosts to fourteen sports related and twelve voluntary groups for regular meetings and social events.

Contact: David Evans
Tel: 07970 713585
Email: info@newlandspark.com
Website: www.newlandspark



Nishkam Civic Association

Inspired by spirituality, the Nishkam Civic Association (NCA) has generated a flourishing culture of secular activities whilst practising and promoting the spiritual and universal values of earning an honest living; sharing; active selfless volunteering (nishkam sewa) and seeking the wellbeing of humanity and all creation (sarbat da bhalla).

The NCA is one of five centres for excellence created by the faith-based charity Guru Nanak Nishkam Sewak Jatha - a Sikh faith-led international charity based in Birmingham that is working for the benefit of all communities. The organisation harnesses active volunteering to build strong and sustainable communities.

The NCA is at the forefront of advancing community and economic wellbeing; promoting, intercultural, intercommunity dialogue; and championing social justice and inclusion. In just five years, the NCA's successful engagement with social capital to deliver innovative education, training, health and wellbeing, art, heritage and interfaith work has been acknowledged as a model of best practice for community regeneration and development. The £6m+ Nishkam Centre was built with over £1.5m worth of nishkam sewa (selfless volunteering).

Vice Chairman, Professor Upkar Singh Pardesi noted "It is this selfless service that is the life-blood of the work that is emerging here. The organisation's nishkam sewadars (volunteers) work with passion, allegiance and commitment; it is their tireless effort and devotion that helps to build strong and sustainable communities in the UK and abroad. We are witnessing a new civic spirit taking shape at the grass roots, calling for renewed civic responsibility and action from our leaders and institutions."

Contact: Prof Upkar Singh Pardesi
Tel: 0121 515 4229
Email: info@ncauk.org
Website: www.ncauk.org



Northwood and Pinner Liberal Synagogue Bereavement Support Group

Seventeen years after this group was founded, it continues to meet the needs of the newly bereaved in an outstanding manner. The nine trained and highly motivated volunteer members, supervised by their professional volunteer psychotherapist, work together as a team to provide exceptional care and support for bereaved people.

Anyone who is bereaved is contacted six weeks after the loss they've suffered by the most appropriate of the trained volunteers, selected on the basis of the new recipient's needs. All volunteers have CRB checks obtained through the London Borough of Harrow. The group is led by its volunteers who meet every six weeks to

support one another and to receive professional supervision.

Contact: Richard Conradi, Group leader
Tel: 01923 822592
Email: help@npls.org.uk



Ochil Explorers Adventure Club

The Ochil Explorers Adventure Club has just started its 21st year of providing outdoor activities for the young people in Raploch area of Stirling, Scotland.

The club was established in March 1989, and is run entirely by volunteers who are all parents or grandparents of the members. The volunteers give up their time and experience to make sure the young members who are aged 8 -16 have the opportunity to take part in outdoor activities such as hill walking, canoeing, kayaking, mountain biking, climbing, and weekend camps. The children also have the opportunity to gain local or national certificates in outdoor activities, with over

200 youngsters having gained these certificates over the years. Over the past 21 years the club has given over 500 youngsters the opportunity to take part in outdoor activities, most of them staying between 1-3 years with the longest member staying 8 years.

Upon receiving the Queen's Award for Voluntary Service, team leader, Steve Dorman commented - "This is the first time 21 years we have had recognition for the work we have done. This is a major achievement for the club as we have done all this work with no paid workers, and this award would not have come about if not for all the hard working volunteer leaders, who have given up their time, dedication and experience to the club over the years, without them these young people would have never been given the opportunity to take part in outdoor activities."

Contact: Steve Dorman

Tel: 01786 478 224

Email: explorers@sky.com

Website: www.ochilexplorers.org.uk



OPEN

OPEN is a modern youth venue based in the heart of Norwich. Young people between the ages of 13 and 25 have been involved from the beginning in the design process and now help manage and run the facility as volunteers. The venue holds many different facilities including a Climbing Wall, Dance Studio, Recording Suite, Media Lab, Live Music Venue for 1200, a Cafe as well as the UK's first exclusively under 18 nightclub. This allows for young people to get involved in many different aspects of the building and to help them develop a variety of skill sets from operational tasks to creative input.

Young people have always been the lead on decision making at OPEN because with their talents they are the best people to design and plan the places their generation and future generations will want to attend and enjoy. David, 18, one of the young people involved from the creation of OPEN said: "I was part of the group that looked at the building plans, did fundraisers, chose the furniture and learned a lot about charity work as well as volunteering".

Contact: Christine Beveridge

Tel: 01603 763111

Email: info@open247.org.uk

Website: www.open247.org.uk



Outfit-Moray

Outfit-Moray was established in 2003, initially as part of Elgin Youth Development Group and became a charity in its own right in 2006. The group's primary purpose is to actively develop potential through outdoor learning and adventure making a positive difference to the lives of young people in Moray.

There are three strands to the project: Outfit-EnerG, which represents between 65% and 70% of activity, is targeted to support young people who are disadvantaged in some way with the emphasis on increasing self confidence and self esteem, improving communication and working

together; Outfit-Activ8 provides activity for any young person during holidays, evenings and weekends with the objectives of developing confidence, learning new skills and having fun; Outfit-Innov8 provides training and development opportunities to volunteers and support staff enabling them to fully assist the professional staff team.

Young people can choose from 26 different outdoor activities including biking, kayaking, climbing, archery, body boarding, hill walking, bushcraft and expeditions. The project is based in Lossiemouth and is well recognised and supported having strong links with schools, youth organisations, community groups and increasingly with families.

Executive Chairman, Ian Jamieson commented "The Queen's Award for Voluntary Service is very fitting and recognises the invaluable contribution of the 16 volunteer instructors and 5 board members who are very committed to working with young people and have a real passion for the outdoors."

Contact: Iain Jamieson.
Tel: 01343 549571
Email: iain@outfitmoray.com
www.outfitmoray.com



Penhaligon's Friends

Penhaligon's Friends is a charitable organisation that was formed in February 1995 to identify and address the needs of bereaved children in Cornwall.

Penhaligon's Friends' vision is to provide a countywide bereavement pathway to meet the needs of bereaved children and their families, through increased support resources and education, thereby taking Penhaligon's Friends to its fullest potential. Their mission is to provide a service to address the issues of grieving children through a supportive and educational environment where children, care givers and professionals can receive appropriate advice and information and share their experiences.

The group supports bereaved children, aged 4-18 in Cornwall by providing a helpline, library resources, group and individual work, and training to parents and professionals. With only a five paid staff and a volunteer base of 40+, the organisation has evolved from a small group of committed people working from their homes into a major organisation caring for and supporting bereaved children and their families.

Contact: Julie Parker
Tel: 01209 215 889
Email: julie@penhaligonsfriends.org.uk
Website: www.penhaligonsfriends.org.uk



Pink

People In Need of Kindness (PINK) is an organisation and registered charity which provides friendship, support, information, understanding and practical advice to anyone diagnosed or affected by breast cancer, as well as other forms of cancer. PINK monthly sessions include guest presentations, group discussions and social evenings in addition to twice yearly outings. Informal support is available on a one-to-one basis either face to face or by telephone; PINK Committee members also carry out hospital or home visits when required.

Initially called Mastectomy Association Grampian (MAG), the charity underwent a re-brand in 2003 to reflect the fact its services had broadened. It had originally supported women who had undergone a diagnosis of breast cancer, but members felt it important to extend the range of services to include anyone affected by the disease, directly or indirectly. The group was formed by the first prosthesis fitter at Aberdeen's Woolmanhill Hospital, in 1982. A number of its early members continue to support the group, with some still attending regular events.

From an initial group of 20, PINK has a core membership of 87 people, and meets in CLAN House, the home of cancer support charity, Cancer Link Aberdeen and North (CLAN).

Contact: Julie McRobbie
Tel: 01224 651 031
Email: info@pinknortheast.org.uk
Website: www.pinknortheast.org.uk



Prestwood Nature

Prestwood Nature is a conservation group, founded in 2003. The group's objective is to protect and enhance the quality of the natural environment in its area through the involvement of local residents.

The group carries out conservation work, conducts ecological surveys, provides advice to landowners, organises field trips, works with regional authorities, leads activities for children and their families, and publicises environmental issues.

Contact: Mrs Lesley Stonor
Tel: 01494 890 128

Email: admin@prestwoodnature.org.uk
Website: www.prestwoodnature.org.uk



Rutland Sailability

Rutland Sailability is based at the Rutland Sailing Club on the South shore of Rutland Water, the largest man-made lake in the country. It is a registered charity and exists to enable people with disabilities to enjoy the freedom and excitement of sailing. There is a membership of over 200 about half of whom are disabled. The group provide training, support and equipment to enable their members to enjoy the challenge of this sport from beginners' to Paralympics' level. Rutland Sailability is recognized as a Centre of excellence by the RYA.

There is also a strong social side to the club. They meet for 50 weeks of the year and enjoy a summer BBQ and Christmas lunch together.

Contact: Mrs Patricia McNair
Tel: 01780 720 292

Email: p.mcnaire@talktalk.net
Website: www.rutland-sailability.org



SCALE

SCALE (Sound Creation Advancing Learning and Education for Special Needs) uses sound creation, music, movement, colour and light to support special needs children, adults with severe learning difficulties and the elderly with dementia, to access activities often denied to them. Many beneficiaries have life-limiting conditions, all have extra health needs and in many instances challenging behaviour.

The group's activities allow beneficiaries to have control over and impact on their immediate environment. By doing so those with limited life expectancy and severe restrictive health difficulties are able to become part of their wider

community and share their enjoyment, success and achievements with their parents and families, often for the first time in their lives.

Contact: John Kirby
Tel: 01889 881178



Shape Tickets

Shape is a disability-led arts organisation working to improve access to culture for disabled people. We develop opportunities for disabled artists, we train cultural institutions to be more open to disabled people, and we run participatory arts and development programmes.

Shape's Ticket Scheme was established in 1988 to enable disabled people to gain reduced price tickets to arts events and to use a free volunteer escort service. The group currently facilitates approximately 4,000 trips per year.

The group now works in partnership with arts and cultural organisations across London to produce festivals, deliver seminars, events and publications around the theme of the arts and disability and disability arts.

In recent years the organisation has established itself as a leading provider of disability equality training and access audits to the cultural sector. They have developed a programme of exhibitions and resources support and profile the work of disabled artists.

Volunteers work across London to develop opportunities for disabled artists, train cultural institutions to be more open to disabled people, and run participatory arts and development programmes.

Contact: Ms Melanie Sharpe

Tel: 0207 424 7349

Email: melanie.sharpe@sharpe.org.uk

Website: <http://tickets.shapearts.org.uk>



Shropshire Aphasic Society

Shropshire Aphasic Society is a self help, self funding group founded in 1998 by a stroke survivor and his speech therapist. From this, a small number of people with Aphasia – which is speech, language and memory problems due to head injury and stroke - came together for the sole purpose of promoting confidence, social intervention and friendship for a group of people who could become isolated and withdrawn due to Aphasia, Dysphasia and other physical disability that survivors of head injury and stroke can acquire.

The Group meet monthly in a public house to promote conversation and enjoy company otherwise restricted to them due to their circumstances.

Contact: Mike Smith, Chairman

Tel: 01952 614233

Email: glymic@hotmail.co.uk

Or

Contact: Kevin Wilson

Tel: 01952 590290

Email: tracey-june-wilson@hotmail.co.uk



Skelmersdale Action for Youth forum

Skelmersdale Action for Youth forum was formed in 1998 as a project for the youth achievements award. Since then the group has grown into an organisation that encourages young people in a deprived area of the country to engage with the community around them. The organisation reacts to the wishes and needs of young people to organise outdoor activities, residential trips and conferences which touch on issues affecting young people.

The forum has developed a multi agency approach and works with other groups as a matter of course. Working with the Police, NHS, Fire Service, and The Crown

Prosecution Service amongst others, the forum aims to break down the barriers that young people often feel towards authority, allowing them to develop into successful community participators.

Skelmersdale Action for Youth have a small team of dedicated volunteers committed to using their skills and experiences to open up opportunities for young people by listening to them and having young people as the main focus and inspiration for any project they undertake.

Contact: Alan Lewis

Tel: 07939 66 00 48

Email: alan.say@hotmail.co.uk



Somerset Amateur Swimming Association Management Committee

The Management Committee of Somerset Amateur Swimming Association draws together knowledge, expertise, enthusiasm and collective commitment on behalf of approximately 5,000 members.

Volunteers work hard to provide competitive opportunity by supporting and encouraging aquatic development across the administrative County of Somerset, the district of North Somerset and the district of Bath and North East Somerset. The 22 members of the current management team provide County level competition for swimmers of all ages, water polo players, open water and masters swimmers.

The committee also manage County representational teams, provide development level competition for those working towards County standard and support synchronised swimming at club level. This results in a busy annual commitment of around 20 full days for volunteers during the aquatic season as well as engagement in other activities which support such a diverse programme.

Development is also an important part of the group's activities, whether through financial disbursement of member's affiliation fee through bursaries for those wishing to improve their aquatic skills. The management team draws on specialist expertise within the group for the benefit of the wider membership in areas such as communication, medical, financial, disability, officials, coaching and partnership working.

Contact: Ben Batley, Secretary
 Tel: 01458-224663 or 07919-697746
 Email: ben.batley1@btinternet.com
 Website: www.somersetasa.org/sasa



Stotfold Watermill Preservation Trust

Through thousands of hours of dedicated volunteer labour, Stotfold Watermill has been restored from a burnt-out building to a Grade II listed, working watermill, which grinds its own quality, stone-ground flour. Many local people have been involved with and benefited from the restoration and the ongoing social, historical and natural history opportunities the Mill provides. All these aspects help ensure that the rural heritage of the area is preserved for the enjoyment and enrichment of current and future generations.

Part of the group's focus is to grow their "band" of volunteers as well as the long-term sustainability and opening for public benefit. The focus has changed from moving 60 tonnes of ash and restoring or recreating damaged machinery, to milling, guiding educational visits, running the tea room and gift shop and creating an archive of the artefacts.

With the aid of TEASEL; the local conservation group and the Bedfordshire Rural Communities Charity, the Trust is also creating a Wildfowl and Nature Reserve in the adjacent Mill Meadows; this will provide further educational, environmental and recreational benefit to visitors. The Reserve has recently won the Campaign for Rural England Mark Award for the excellent work done in creating a new Nature Reserve for the county. A Watch group, the junior branch of the Wildlife Trust has recently been involved in a prestigious national survey of the wildlife value of the ponds.

Contact: Paul Redwood
 Tel: 01462 734541
 Email: paulredwood@stotfoldmill.com
 Website: www.stotfoldmill.com

Strabane Community Project

St. Patrick's Luncheon Club was formed in 1987 as a voluntary organisation supported by the Parish of Camus and the Sisters of Mercy. The Club continued to expand its community activity and by 1992 an incorporated community organisation with charitable status was established, known as Strabane Community Project. The Project's focus now included programmes to combat the high unemployment in the East Ward of Strabane (which has one of the highest deprivation levels in Northern Ireland) and to provide a range of services to older vulnerable people throughout the Strabane District Council area.

The vision of the organisation is to improve the quality of life experience for older people within the Strabane District Council area through a range of high quality services which include a Luncheon Club, Meals on Wheels and Good Morning Telephone Alert Service. There are 32 volunteers who help every week through the provision of services and programmes for up to 300 older people, volunteering in roles such as waiters, bus drivers/ assistants, admin assistants, telephonists, and kitchen assistants.

“Strabane Community Project is indebted to the work of volunteers, without volunteers we could not provide such a range of services.” – Karen O’Donnell, Development Officer

Contact: Karen O’Donnell

Tel: 028 71 883102

Email: strabanecommunityproject@btopenworld.com



Streetlife Trust

Streetlife was established as a charity in 1982 and aims to provide shelter and support for vulnerable young people in Blackpool town centre. The Charity operates an emergency night shelter for homeless young people aged 16-25 and a newly refurbished day centre which provides an inspirational environment for young people.

Every young person using the centre can access support around health, housing, money, education, employment, training and relationships from the staff and volunteers and also from relevant professionals who provide “drop-in surgeries”. Young people can also engage in various weekly activities leading to accreditation e.g. Arts Awards and Youth Achievement Awards. They are able to help plan and promote various activities and can attend weekly arts, life skills and sports sessions.

“Streetlife has enjoyed huge support from volunteers in all areas of its work. Without this support we would not be able to provide such a wide range of activities for vulnerable young people in Blackpool. Volunteers make THE difference.” – Jane Hugo

Contact: Jane Hugo

Tel: 01253 294477

Email: admin@streetlife-blackpool.co.uk

Website: www.streetlife-blackpool.co.uk



Swindon Down's Syndrome Group

The Swindon Down's Syndrome Group has been supporting families in Swindon since 1984 with the group seeing their work grow extensively throughout these years.

In 2003 they became an independent Charity affiliated to the National Down's Syndrome Association. In addition to providing support and information, the group provides weekly speech and language therapy, resource packs for schools and pre-schools, training days, sports lessons with specialist coaches, coffee afternoons for new families as well as various

outings, trips and parties.

The Group is run entirely by volunteers and they work tirelessly to help support members. The committee regularly come up with new and innovative ways to extend the opportunities available to young people including offering a week long course with the Wiltshire and Swindon Fire Service and a 10 session First Aid course with the British Red Cross.

Mrs Nicky Parker, Chair of the Swindon Down's Syndrome group remarked that the group is “thrilled to receive this great honour and so glad that the work of our members to support each other and those that help to educate and care for our children has been recognised in this way.”

Contact: Mrs Nicky Parker

Tel: 01793 640234

Email: nicky.parker@swindondownsgroup.org.uk

Website: www.swindondownsgroup.org.uk



Telford Volunteer Police Cadets

Telford Volunteer Police Cadets are a group of 24 young people aged between 16-18 years of age, who come from all socio-demographic areas of Telford & Wrekin in Shropshire. The scheme is designed to help young people work within their local communities. They support both the elderly and young residents within these neighbourhoods, by engaging in projects linked to the Police and external agencies.

The scheme helps young people to gain skills in leadership, effective communication, fitness, confidence & team building. The cadets gain awareness of the Police Service and other partner agencies from guest

speakers who give regular talks and offer insight into their work.

Telford Volunteer Police Cadets, help to run Crucial Crew in Telford. This is a two week annual event that attracts some 3,000 children. The children are aged 9-11 years of age. Each child that enters into Crucial Crew is educated in varying scenarios aimed at promoting their health and safety. The Telford Volunteer Police Cadets also run the stranger danger scenario, the bullying scenario and help to support other members. Local schools and the Police often organise mini crucial crews which are supported entirely by the cadets. The group offers an invaluable service to their local community.

Contact: Inspector Stephen Hill

Tel: 01952 214849

Email: telford.volunteerpolicecadets@westmercia.pnn.police.uk



The Baldwin Trust

The Baldwin Trust, a registered charity, has operated narrow boats on Leicestershire's Waterways' since 1982. The charity's primary objective was to alleviate the suffering of very sick long-term patients of the Baldwin Ward at Glenfrith Hospital, Leicester by means of recreational cruises on the local waterways.

From its visionary origins in a single hospital ward, The Baldwin Trust has over the years established itself as one of the area's leading community boat

Trusts and now provides day trips for the disabled, elderly, special needs and other community/family groups across the region. It has approximately 60 volunteers who are trained to be competent boat handlers with each having the opportunity to progress and qualify as a skipper gaining the certificate of the National Community Boats Association.

Currently, there are two narrow boats in operation - 'St Clare' from Raynsway Marina, Thurmaston, Leicester and 'Dandelion' from Pillings Lock Marina, Quorn, Leicester. Both are fully wheelchair accessible, having hydraulic lifts and disabled toilet facilities plus fully equipped galleries.

Contact: Glenda Townsend

Tel: 0116 230 1731

Email: john.townsend3@tesco.net



The Bluebell Railway Preservation Society

The Bluebell Railway Society is the pioneer in the preservation of Britain's railway heritage, being the first to restore the infrastructure and rolling stock into an award winning standard gauge Heritage Railway.

During its 50 years of operation it has set standards in preservation, restoration, conservation and education through steam railway travel and operation. The Bluebell Railway's 750 active volunteers most of whom live locally encourage those with disabilities and from disadvantaged groups to come and enjoy its

facilities. There is also significant representation from these groups among its volunteers. Wheelchair confined volunteers are regular helpers restoring carriages, including varnishing and adapting carriages to be wheelchair accessible.

Diverse ethnic groups and those from disadvantaged backgrounds are regular visitors from London and locally the Bluebell Railway works closely with Chailey Heritage to facilitate visits from young people with disabilities based there. In 2011 60,000 Girl Guides will celebrate their anniversary on the Bluebell Railway line.

Contact: Roger Kelly
Tel: 01903 782 335
Email: roger.g.kelly@btinternet.com
Website: www.bluebell-railway.com



The Brunel Museum

The Brunel Museum is the London based museum, dedicated to the Brunels and their great achievements, notably the Thames Tunnel, birthplace of the tube system.

The Trustees and Museum Director lead a team of volunteers who run the project. The aim is to bring greater understanding of the Brunels' daring engineering and radical thinking to new audiences.

Before the Tunnel re-opened for London Overground trains, the Mayor of London led three thousand people on a walk under the river. Visitors today can take floodlit train tours under the river and each summer, enjoy the re-launch of the 1852 underwater fair.

The Museum piazza has three award winning sculptures of Brunel's Bridges, and a compass garden with giant sundial, all built by artists and engineers with local children. This dramatic new attraction on the Thames Path has a school room, riverside café, and everything for corporate events and parties. Work has begun to extend the Museum into Brunel's original shaft, or Grand Entrance Hall – a huge underground space half the diameter of Shakespeare's Globe. Fitted out, this new gallery and performance space will be London's tribute to Brunel's engineering, and a showcase for the best of British inventions.

Contact: Robert Hulse, Museum Director
Tel: 020 7231 3840 & 0774 90203119
Email: education@brunel-museum.org.uk
Website: www.brunel-museum.org.uk



The Coroners' Courts Support Service

The Coroners' Courts Support Service is a registered charity whose volunteers offer support, practically and emotionally, to families, witnesses and professionals attending Inquests at Coroners' Courts. Volunteers ensure those attending understand the role, procedure and remit of an Inquest. An Inquest is held to ascertain the facts concerning an unnatural, violent or sudden death where the cause is unknown.

The group's volunteers work in close conjunction with the public, Coroner's and Coroners' Officers often in traumatic circumstances. Families and witnesses often do not understand that an Inquest is only to ascertain how, when and where the individual died, but not why. More importantly, volunteers are able to emphasise that no blame is apportioned in a Coroner's Court, something most families find very difficult to accept and understand.

The Service has grown from an idea that the Founder Trustees had in 2003 to a Service in 2010 that operates in all seven London Jurisdictions covering the 33 Boroughs as well as Essex, Hertfordshire, Buckinghamshire, the City of Milton Keynes, Surrey and Berkshire. The group has 54 volunteers and has looked after over 25,000 families and witnesses. With appropriate funding levels their long term strategy is to develop the Service nationally.

Contact: Annie Cockram, Trustee and Hon. Secretary
Tel: 0776 866 7479
Email: anne@a-hamilton.demon.co.uk
Website: www.coronerscourtsupportservice.org.uk



The Guernsey Alzheimer's Association

In the 90s, the need for carers in Guernsey became abundantly apparent therefore a group of volunteers pooled their talents to help carers of people with dementia and those they cared for. Giving social lunches designed to share best practice, care days to offer respite to carers, healing music and other entertainment sessions, the programme moved on to fund a Centre where advice and support was always available.

Today, social gatherings of over 40 people congregate at regular events. Volunteers are aware of the increase in the island's aging population and of the need for their valued work. There is also strong corporate support as well

as that of the local population for this work to continue, delivering much needed support.

Initially formed as a branch of the Alzheimers Society the team soon felt the need for independence to run their affairs autonomously with their outstandingly strong committee and band of helpers, to provide the specific needs required by Guernsey's islanders.

Now known as The Guernsey Alzheimers Association it is progressing from strength to strength intensely fired up by winning The Queen's Award for Voluntary Service.

Contact: Jurat Michael Tanguy

Tel: 07781 103766

Email: info@alzheimers.gg

Website: www.alzheimers.gg



The Health Information Exchange Company

The Health Information Exchange is highly regarded on the island of Guernsey as a provider of free and confidential, independent service not delivered by other government departments or charitable agencies.

The Health Information Exchange (HIEG) has expanded its service delivery in its ten years of operation and the work

done by volunteers in raising awareness of the ways the service can help at times of crisis cannot be underestimated. All information is free, confidential and impartial. Clients are encouraged to make their own informed choices based upon the information which has been researched on their behalf.

A small charity such as the Health Information Exchange could not possibly deliver its services without the goodwill of the large unpaid workforce of volunteers which compliments its paid staff. Volunteers are recruited from the States' departments; among business, finance and health professionals as their knowledge is an integral part of the information gathering processes required by clients.

Volunteers perform a range of duties including office work, enquiries, publicity and fundraising, and are an integral part of the team. Training is provided and volunteers are encouraged to become information officers if they are prepared to commit to a number of hours per month.

Input from volunteers is essential to the charities development strategy and representatives serve as members of the executive committee which meets on a regular basis.

Volunteers also provide a regular income stream for the service, the charity's shop on the bridge at St Sampson's has been of immense value and without the efforts of the fundraising committee some of the ways in which HIEG has become involved with developing projects would be drastically curtailed.

The award reflects the expert way in which this locally grown service has progressed over the last ten years, and rewards the volunteers for their dedication.

Contact: Mrs Wendy Beaven

Tel: 01481 707470

Email: wbeaven@information-exchange.org

Website: www.information-exchange.org



The Inniskillings Museum Volunteers

The Inniskillings Museum Volunteers have been working on the redevelopment of the museum for over five years. The group's work includes researching the history and personal stories of the Royal Inniskilling Fusiliers and the 5th Royal Inniskilling Dragoon Guards as well as composing text and pictures for storyboards and audio-visual displays.

Volunteers have entered the records of 70,000 soldiers into the new database and have reorganised the archives, to give a better service to soldiers' families and historians. Every object in the museum is photographed and recorded, displaying a number of medals and badges. The group has also restored a number of vintage military vehicles

The volunteers' work in partnership with Fermanagh County Museum and Northern Ireland Environment Agency enhances Enniskillen Castle as a visitor attraction. The volunteers are not all ex-Inniskillings: they include teachers, policemen, a naval officer, an army medical officer, experts in medals, small arms, audio-visuals and vintage armoured vehicles, as well as several businessmen and a local government officer. The Volunteers are guided by the Inniskilling cross-community ethos (the Fusiliers were 50-50 Catholic and Protestant), and welcome new Volunteers of all traditions to come and join in the varied work of the museum.

Contact: Mark Scott

Tel: 02866 323 142

Email: mark.scott2727@btinternet.com

Website: www.inniskilling.com



The Lily Centre Breast Cancer Support Group

The Lily Centre Breast Cancer Support Group was formed eleven years ago by two breast cancer sufferers Peggy O'Brien and Winnie Keating. Today the centre consists of three flats knocked into one building and has a membership of over 750.

Women and Men are offered friendly advice, a listening ear, therapies, activities and support from other group members. All services to members are free of charge. The Centre is run by its founder members who are supported by a host of volunteers solely on donations and by organising fundraising activities.

Contact: Peggy O'Brien

Call: 0151-207-1343

Email: lilycentre@btopenworld.com

Website: www.lilycentre.org.uk



The Manhood Wildlife and Heritage Group

The Manhood Wildlife and Heritage Group exists to encourage people to take an active interest in the conservation and protection of their local environment and heritage of the whole Manhood Peninsula lying to the south of Chichester in West Sussex. The Convention on Biological Diversity (1992) – the first global agreement on biodiversity - emphasises the need for communities to be involved in protecting their local wildlife.

The work of the MHWG group complies with international, European and national legislation concerning biodiversity and the need to prevent further loss of any species and habitats. The work of the group complies with these legal commitments.

Initially, the group was formed to compile a map of the habitats in the Parish of Selsey; the production of the final map prompted the group to draw up the first Parish Biodiversity Action Plan in the UK which was linked to regional and national targets. The group took on mapping hedgerows and surveying for the rare Water Vole which lives in ponds and the channels, known as rifes, on the Peninsula. From these initial projects the group now has developed a membership

of some 150 volunteers and works across 11 Parishes. They obtained funding to help establish a post to facilitate the coordination of the activities.

The group has been instrumental not only in mapping the biodiversity of the area but in organising volunteer working groups to carry out conservation activities including planting, weeding and clearing areas. They ensure that their sightings are fed into Sussex Biodiversity Records centre and they produce a regular newsletter.

Contact: Joe Savill

Tel: 01243 604107

Email: chairman@mwhg.org.uk

Website: www.mwhg.org.uk



The National Memorial Arboretum Volunteers

The National Memorial Arboretum Volunteers is a group of 140 people working at the UK's year-round centre of Remembrance, the National Memorial Arboretum at Alrewas, in Staffordshire. Volunteers are kept busy ensuring that all visitors gain the maximum benefit from their time at the Arboretum. Volunteers perform a wide range of tasks including: meeting and greeting visitors, leading guided walks, giving short welcome talks, clearing tables and operating tills in the restaurant, serving in the shop, helping with administrative tasks as well as interpreting memorials to

visitors. The volunteers also assist children to get the most from the site and its wildlife, they give talks and presentations to outside groups, saw, chop, cut, prune and till the soil on regular 'Working Weekends'.

"The NMA volunteers are proud of what they do and thrilled to have won The Queen's Award for Voluntary Service. New volunteers who would like to get plenty of fresh air and exercise, experience huge levels of personal satisfaction, enjoy beautiful surroundings and listen to the fascinating anecdotes of our veteran visitors are always welcome." – Charles Bagott-Jewitt, Chief Executive

Contact Dawn Simpson (Volunteer Administrator)

Tel: 01283 792333

Email: info@thenma.org.uk

Website: www.thenma.org.uk



The North West Ecological Trust

The group has produced a beautiful nature reserve from open barren farmland which offers animals and people a respite area.

Situated on the northern and western slopes of Gaw Hill, a sandstone ridge overlooking the West Lancashire Plain near Ormskirk. Gorse Hill Nature Reserve was founded in 1996 on former agricultural land. The Reserve has grown to slightly over one hundred acres and has reinstated many of the historical landscape features that existed in the past. To date the trust has planted over

20,000 native trees and over five miles of mixed native hedgerow. Volunteers have created eight ponds and wildflower meadows. They have also become the custodians of several rare breeds of sheep such as North Ronaldsay and Hebridean and the rare Eriskay pony.

The area is maintained entirely by volunteers ranging in age from 5-85. Their tasks include tending to bird feeders, picking fruit, cleaning the ponds, conducting small mammal and butterfly/dragonfly surveys. There are several public rights of way throughout the Reserve and the local community benefits through visits from Primary Schools, Beavers and Scouts undertaking conservation qualifications and young people taking Duke of Edinburgh Awards.

A group of adults with learning difficulties attend weekly, under the auspices of Social Services, to weed the poly tunnels and plants seeds and wild flowers. Funding is raised from membership subscriptions; however, a grant has come from Breathing Places specifically to clear bracken and develop heath land. A Volunteer Newsletter is produced as well as a quarterly publication called Nature Trail, in order to raise awareness of the group's work.

To maintain a cohesive atmosphere, the Management Committee holds an annual dinner and other activities, e.g. barbeques and a bonfire party throughout the year.

Contact: Jonathan Atkins
Tel: 0151 531 1659
Email: atkins246@btinternet.com



The Pavilion East Cowes CIC

Set up in 2005, primarily for young people aged 8 to 18, the Pavilion has expanded to offer not only somewhere to meet and have fun but also a place to find support and to train in a range of activities. As well as the main site at the Pavilion the group also run a drop in cafe for 13 to 18 year olds. This was set up in response to Police concerns about under-age drinking, especially on Friday evenings. The café now open three evenings a week. Healthy eating cookery classes where Michele or “little cheffie” as she is better known teaches young people to cook healthy food on a budget. This activity is now offered to adult community members as the group try and use the building as much as we can. Volunteers and members also benefit from the use of a gym and there are over 150 members taking part in indoor and outdoor sports, fishing, outings and fundraising.

“Pam and Ivan, the group’s youth managers, together with our older volunteers (who run the place on a day to day basis) as well as the directors are very dedicated and are delighted that recognition of the value of the project has been achieved both locally and nationally.” – Charles Hancock, Chairman

Contact: Pam Cooper
Tel: 01983 281 220
Email: thepavilionec@hotmail.co.uk



The Stewards of the Hertfordshire County Show

The Hertfordshire County show started in 1801 and is the largest outdoor two-day event in the County. The stewards give direction and assistance to competitors, judges and exhibitors, as well as to visiting members of the public. The aim of the annual show which is held on the Showground on the last May bank holiday weekend is to promote farming and agriculture and all associated skills, crafts, trades and professions. It also gives the public a rare opportunity to see and learn about the animals, machinery and methods of modern farming.

The volunteer-led group carefully plans and mounts the two-day event that involves all aspects of farming and attracts 35,000 visitors a year. 140 volunteers work as a close knit team. The group works closely with and has the full support of the police and the county and district councils. Throughout the rest of the year, members of the group visit schools to talk about farming and the rural way of life, and lead debates about rural issues. They have developed ways to get children involved in projects such as designing an environmentally holistic farm in a shoebox, or making postcards of farming in Hertfordshire

Contact: Mike Harman
Tel: 01582 792 626
Email: office@hertsshow.com
Website: www.hertsshow.com



The Viva Arts & Community Group

Viva Arts & Community Group started life as Viva Youth Theatre in 1997. From small beginnings the group and its remit have grown and developed in line with demand and the needs of the area and people they serve.

The group is dedicated to community development, arts development and the development and education of all people (especially young people) through the arts and associated community projects. Viva runs an extensive portfolio of arts and community work with people of all ages in and around Cambridgeshire. This includes running Viva Youth Theatre (a multi award winning drama and education youth theatre group for 11 to 25 year olds in and around Cambridgeshire), Viva Theatre Company (a vibrant adult drama group open to all people aged 21 and over specialising in producing plays by established authors), The Viva Centre (an arts and community centre featuring a youth cafe and community rooms), The Viva Charity Shop, Viva Mini (an open access arts group for children aged 7-10 years giving them the opportunity to develop a wide range of skills), Viva Integr8 (an arts group for people with special needs) and many other community projects.

Contact: Daniel Schuman
Tel: 01353 722228
Email: info@viva-group.org.uk

The Young ME Sufferers Trust

Tymes Trust is the longest established national UK service for children and young people with ME and their families. It is a respected national charity whose entire professional team give their time free of charge. They work constantly with doctors, teachers and other specialists, and played a major role in producing the children's section of the Dept of Health Report on CFS/ME (2002). In 1989, two young people with ME published the first Tymes Magazine to give children with ME a voice. For the first time, there was a place for them to share experiences and needs.

The Trust works with NHS Direct, ChildLine, ASPECT, the Nisai Virtual Academy, the Association of School and College Leaders, and has Partner ME Groups around the UK. It is also a member of the ME Alliance of charities and the Chief Medical Officer's Working Group on CFS/ME.

The group ensures that children with ME get the education and treatment to which they are legally entitled.

Contact: Jane Colby
Tel: 01277 840 527
Email: jane.colby@tymestrust.org
Website: www.tymestrust.org



Wallace Cancer Care

Wallace Cancer Care is a registered charity, established in 2004, that aims to ease the suffering and distress of cancer patients and their families at a shocking and devastating time of their lives, from the diagnosis of cancer, throughout treatment, and when lives need to be put back together once treatment is over.

The group runs two full time drop-in centres that support cancer patients, their families and carers; an Information Centre in the main concourse of Addenbrooke's Hospital, staffed by former cancer nurses and a team of specially

trained volunteers who are there to help in-patients and out-patients.

Their larger community based Complementary Care Centre is in a house a short walk from the Oncology Department in Red Cross Lane where volunteers are on hand to speak to anyone who drops in about the services that are provided and to offer support to patients, carers and their families. There are currently 54 wonderful volunteers of whom 20 have been volunteering since the centres opened over five years ago.

Many people benefit from the caring support of the volunteers at Wallace Cancer Care. Indirectly the overstretched staff at Addenbrooke's Hospital also benefit as patients feel nurtured, less stressed and more in control.

Contact: Kirsty Keegan
Tel: 01223 243721
Email: kirsty.keegan@wallacecancercare.org.uk
Website: www.wallacecancercare.org.uk



Wickford & District Talking Newspaper

Wickford & District Talking Newspaper has been bringing local news to the sight impaired residents of the Basildon/Billericay/Wickford area for over 30 years. The group relocated from Wickford where their original studio was set up and where they produced tapes two years ago to Basildon.

Volunteers have been actively fundraising to renew their equipment and to enable digital recording at their new studio. With tape players becoming obsolete, they are now able to record news onto CDs, memory sticks and directly onto their website although tapes are still provided for people who require them.

There are 45 volunteers making up seven teams; five teams recording the weekly news on a rota basis and two teams recording once a month and producing a magazine and an information recording. Two administrators keep all the returns in order and get everything ready for the recording teams, and, along with three technicians who make the

recordings possible. Listeners report a much improved service and look forward to hearing items of which, otherwise, they might not be aware.

With this improved service, the group has been commissioned by local councils and other sight-supporting groups to record newsletters. These organisations have set up web-links connecting users to the group's website. The group's technical manager has also helped other Talking Newspapers change their method to digital recording.

Contact: Mike or Sally

Tel: 07766 671695

Email: wickfordtalkingnewspaper@talktalk.net

Website: www.wickfordtalkingnewspaper.org.uk



Windmill Hill Community Forum Ltd

The Aims and Objectives of Windmill Hill Community Forum Ltd are to carry out activities which benefit the local community and in particular to advance the computer education of the residents of Windmill Hill and the surrounding areas.

Five volunteers help to maintain and manage a computer centre, a community office, computer drop-in sessions, an IT repair service and also run and maintain a community minibus. The forum has been recognised as an Open College Network Training Centre, where free computer courses

designed to increase employment prospects, improve communication skills, build self esteem, and encourage new interests are provided. The courses provided range from 'Getting Started on the Computer' to 'Email & the Internet', 'Microsoft Applications' and 'Your Family History'.

The community minibus is run for the benefit of the members and affiliate groups belonging to the Forum. In order to reduce their dependence on grant income the Forum has formed a subsidiary trading company called Windmill Hill Telematics CIC, a Community Interest Company which undertakes IT Contract Service work for the charity, voluntary and community groups throughout Halton and Merseyside. All Profits come back to the Forum supplying 50% of the group's income and making it possible for them to continue doing invaluable work in their community.

Contact: Mike Burrows

Tel: 01928 790228

Email: mikeburrows@whcf.org.uk

Web site: www.whcf.org.uk

Witness Service at Aylesbury Crown Court

The team of volunteers at the Witness Service at Aylesbury Crown Court work tirelessly to give emotional support and practical help to all victims and witnesses who are called to give evidence. Their assistance helps to equip them with the vital skills they need to testify effectively.

Volunteers complete a demanding training programme followed by a period of working closely with more experienced volunteers. The court building which is a listed presents challenges for some victims and witnesses, e.g. there are no lifts, which means that victims or witnesses with mobility difficulties are not able to access the court easily. The volunteers have to adapt the limited facilities that are available to meet their needs.

They work closely together under difficult conditions, but are always really enthusiastic, instilling confidence in the victims and witnesses they support through trials. It is to the credit of the volunteers that so many thank you messages are received by the Witness Service from the people they help.

The volunteers are recruited from the community in and around Aylesbury and give their time for free. They go beyond the call of duty, turning up at court on their days off when required, making sure that victims and witnesses receive all the support they need. The volunteers sit with victims and witnesses while they wait to give their evidence and accompany them in the court room or CCTV link room if the victim or witness would like them to.

The group's Chair, Ms Edwina Mahoney remarked "It is a testament to the volunteers' professionalism and dedication that they have received this Award."

Contact: Ms Edwina Mahoney

Tel: 01296 431110

Email: ccws@victimsupportbucksarea.org.uk



Wye Amateur Boxing Club

Wye Amateur Boxing Club (ABC) was set up by ex British featherweight champion Dazzo Williams, who understood the pressures that Britain's youth are under. His goal was to open a centre in the South Wye area, where he could use his knowledge of the sport to get young people (being both male and female) motivated and to offer them discipline and guidance.

The group is led by volunteers who promote fitness; discipline, friendship, fair play, respect and confidence, as well as providing a high standard sporting facility open to all members of the community. The group also makes a concerted effort to gain qualifications with regard to ancillary issues such as health and safety and child protection issues. Amateur boxing provides a

constructive alternative to anti social behaviour such as drugs & alcohol abuse, for the local youth living in disadvantaged areas. Young people are able to benefit from positive role models and social inclusion through their interaction with the group's coaching staff and other young boxers.

Contact: Mr Vince McNally

Tel: 01432 279 378

Email: vince.mcnally@herefordshire.gov.uk

Website: www.herefordboxing.co.uk