

March  
2009

## Worcestershire Volunteer Forum

# “Volunteering for All”

A day event on good practice for organisations in Worcestershire aiming to diversify their pool of volunteers

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**on behalf of** Worcestershire Infrastructure Consortium

**Supported** by Lloyds TSB Foundation for England and Wales

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# Worcestershire Volunteer Forum

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## Worcestershire Volunteer Forum





### The Volunteering Forum

Twice a year, in March and in October, the Volunteering Hub, on behalf of [Worcestershire Infrastructure Consortium](#), organises the **Worcestershire Volunteering Forum**. The Forum is an arena for Volunteer Coordinators/ Volunteer Managers or any staff/volunteers involved in the management of volunteers, to meet and discuss strategic and practical issues related to volunteering and to continuously develop their knowledge on issues that they face every day when running their volunteer programmes.

We organised this spring's Forum event with diversity in mind. We delivered a day of workshops and discussions to help with ideas on practical issues around equality and diversity and we brought in valuable specialist information, while giving you the opportunity to share and talk about your own experience. We explored how organisations can work towards overcoming the barriers to volunteering affecting people with physical disabilities, learning difficulties, mental illness, volunteers from socially disadvantaged areas and from BAME groups.





This March, we organised the Forum in partnership with the [Goldstar](#) team in Worcester to promote and share good practice used in engaging a diverse group of people in volunteering and giving them the opportunity to enrich their own and other peoples' lives. The event was funded through Goldstar.

**Our aims** for this event:

-  to raise awareness around mental health issues, physical disabilities, social deprivation and BAME groups
-  to inspire Volunteer Coordinators to diversify their organisation's pool of volunteers
-  to support particularly small organisations to increase "best practice" and promote good volunteer management
-  to create an arena for Volunteer Coordinators to share success stories and talk about challenges they face in their every day work with volunteers.

**The key note speaker** invited was Frankie Williams from the African Caribbean Project in Leamington Spa.

**The workshops** that followed the main speaker harvested and developed ideas on practical issues such as:

-  ***Volunteering and social deprivation***
-  ***Supporting volunteers with disabilities***
-  ***Working with volunteers with mental health issues***
-  ***Volunteers from BAME groups***

Throughout the day there was ample opportunity for the participants to share ideas and to network.

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### **Motivational Speaker Notes** - F. WILLIAMS, THE AFRICAN CARIBBEAN PROJECT

Cultural awareness is about having the resources to relate positively to people from a diverse range of cultural backgrounds and appreciate the contribution that different groups can make to your organisation.

If your organisation is keen to work with BAME groups:

- Create an environment where volunteers from a different cultural group feel comfortable, think prayer corner, language support, foods/tea/coffee specific for that culture eg pepper sauce.
- Don't allow political correctness to stop you from being human and relate to your BAME volunteers on a one to one basis
- If your organisation is gearing up to recruit volunteers that reflect the diversity in your community make sure that your team of staff reflects that diversity too
- Target the groups directly and target real people; find out where they meet (churches, synagogue, etc); go out on the streets and talk to people individually, speak to people directly not only through their leaders as BAME groups don't have leaders any more than the white society has.

***Hand outs:*** **Toolkit for involving older black and minority ethnic volunteers**

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## Workshop Notes

### 1. Volunteering and Social Deprivation

Workshop Leader: Alison Maynard-freelance trainer

The workshop was introduced with a short information session on the impact of volunteering on welfare benefits entitlement. Information from [direct.gov.uk](http://direct.gov.uk) provided as handout (attached below).

Attendees were asked to consider the following issues:

- Whether their organisation currently attracted volunteers on low incomes (specifically volunteers receiving Employment & Support Allowance, Incapacity Benefit, Income Support, or Jobseekers Allowance).
- Whether attracting more volunteers in these groups would be beneficial.
- What barriers these potential volunteers might face.
- What steps could be taken to minimise these barriers.

Responses were varied, as summarised below:

- A small number of organisations reported having high numbers (50%+) of volunteers who were receiving benefits as outlined.
- Most organisations reported the majority of volunteers being retired/semi-retired, with very low numbers of volunteers (or none at all) coming from the benefit recipient groups outlined.
- There was a mix of opinions about whether this was an issue:
  - Many attendees did not feel that this was a major issue for their organisation, or felt that there would be disadvantages to recruiting volunteers from these groups.
    - The point that volunteering should be voluntary, and organisations should not pressure people into volunteering was made.
    - Resource issues were also noted as a barrier to recruiting more widely.
    - For longer-term voluntary opportunities there was concern about training jobseekers who then leave to take up paid employment. It was noted that this can affect service to clients.
  - Other attendees noted advantages of recruiting a more economically/socially diverse mix of volunteers
    - Improves perception of organisation – less of an image of voluntary sector as ‘middle-class do-gooders’.
    - Strengthens links with broader community, by drawing volunteers from across the community.

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- Potential volunteers who are not in work, are likely to have larger amounts of time available to volunteer.
- Potential volunteers who are seeking work are likely to value the skills and experience gained from volunteering
- Barriers to volunteering (and responses to those barriers) included:
  - Locations and types of advertising of voluntary organisations.
    - Organisations who rely heavily on word of mouth from existing volunteers acknowledged that this can lead to a very homogenous volunteer group.
    - One organisation reported success in diversifying range of volunteer enquires by use of internet to promote volunteering.
  - Concern about effect of volunteering on benefits can discourage potential benefits
    - Organisations reported incidences of potential volunteers still being told by JobCentre+ that they are only allowed to volunteer for 16 hours per week whilst receiving benefits.
    - Benefits claimants are expected to inform JC+ if they are volunteering. It was suggested that organisations could have a standard form that they give to volunteers explaining the nature of the voluntary activity for volunteers to give to JC+. This would mean that volunteers did not have to explain the situation themselves, and could also quote the relevant benefits regulations to remind JC+ that volunteering is acceptable activity.
  - Formal application procedures could be daunting for volunteers not used to filling in forms or attending interviews etc.
    - Organisations reported success using Taster Days and informal contact to ease the transition into starting to volunteer
    - It was noted that required processes such as CRB checks make this approach more difficult for some organisations.
  - Having to pay out travel costs or other expenses is a potential barrier
    - Most organisations had a clear policy on the payment of expenses, but some only paid once per month.
    - Many organisations acknowledged that very few volunteers actually claim expenses – concern was expressed that a culture of not claiming could discourage volunteers on lower incomes from continuing to volunteer
    - A number of organisations asked all volunteers to submit an expenses claim, with an option to donate the expenses back to the organisation if they did not wish to claim. This removed the stigma of being seen to submit a claim, and can allow the organisation to claim Gift Aid on donations.

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### **Handouts: Volunteering while on benefits**

You are free to volunteer while you are receiving benefits as long as the work you do is unpaid, and you meet the rules of your benefit. Always check with your benefits adviser before you start volunteering.

### **How volunteering affects your benefits**

Volunteering shouldn't affect your right to benefits, as long as the only money you receive is to cover your volunteering expenses, such as travel from home to the volunteering location.

There are no limits on the amount of time you can volunteer for as long as you continue to meet the conditions of the benefit or tax credit you are receiving.

For example if you receive Jobseekers Allowance you must still be actively seeking a full-time job, able to attend job interviews at 48 hours notice and available to work at one week's notice.

However, in most cases, if you volunteer full-time and receive an allowance from your volunteering organisation you will not usually be eligible to receive benefits. It is always advisable to discuss your choice of voluntary work with your benefits adviser before you start.

Your benefits adviser will vary depending on the type of benefit you receive. It could be your local council (for benefits such as Council Tax and Housing Benefit), Jobcentre Plus or The Pension Service.

### **How voluntary work is defined**

In terms of benefits and tax credits, you will be considered as being a volunteer if you:

do not receive any money for the work you do (this does not include expenses)

are not legally obliged to volunteer

do something for a not-for-profit organisation

do something for someone who is not a family member

If you receive any money apart from money to cover your expenses this will usually be treated as income and taken into account when assessing your benefit. This includes payment in kind and 'pocket money'. If you are not sure about anything you are given above your expenses contact your benefits advisor.

If you choose not to be paid for any work you do this is not the same as volunteering. The wage you would normally receive could be counted as 'notional earnings'. If you receive an income-related benefit, such as Income Support, Jobseeker's Allowance, Housing or Council Tax benefit, it could affect the benefits you receive.

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### Expenses and allowances

As a volunteer you may receive money to cover expenses connected with volunteering. This may include the cost of travel to and from the place you volunteer, the cost of any special equipment you need such as waterproof clothes, the cost of any meals taken away from home during the voluntary activity or the cost of childcare if you have children.

You must declare all your expenses to your Jobcentre Plus office. If the only money you receive is to cover the cost of your expenses from volunteering, your benefit will not be affected.

Some full-time programmes give their volunteers allowances to cover basic living costs and travel. In the case of most benefits (excluding Disability Living Allowance and Carer's Allowance) you will not be entitled to receive any other benefits.

## 2. Volunteers and Disability

The workshop was led by Jackie Murrall – Onside Independent Advocacy.

The workshops considered aspects of recruitment, training and support for volunteers with disabilities, to include physical & learning disabilities.

Handouts were available with information about the Disability Discrimination Act and a useful contacts sheet.

Notes of the points raised during the day:

- Concentrate on what the volunteer can do, not what they can't do
- Discuss with the individual what is available and the support that's needed
- A volunteer with a disability may be able to empathise with others
- Be aware that health may fluctuate
- Encourage social interaction between volunteers
- Young people with learning difficulties may find it difficult to work with documents - keep language simple, use photos, pictures
- Work with people with disabilities for their own ideas and suggestions
- Consider the matching process carefully
- Balance the needs of both parties

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- Targeted recruitment eg through schools and groups
- Identify specific funding and specialist organisations to work with target group
- Flexible - look internally within the organisation for a range of volunteering opportunities
- Identify activities that volunteers can do from home eg research, phone calls, especially activities that people can do at a time that is suitable to them
- Check at supervision sessions any issues relevant, including safety issues, training
- Telephone and e-mail as form of contact
- Relate to other organisations - meeting others with disabilities
- Show volunteers can make useful contributions relating to working with people with ill health and/or disabilities
- Educate organisations that the problem may not be as big as they perceive it - get past barrier where organisations are nervous about taking on volunteer with disabilities
- Can add a different dimension
- Consider the wording on the application form
- Everyone has their limits not only those with disabilities
- Raising awareness more widely
- Design projects that are beneficial to both – share opportunities
- Be brave enough to refer on to other organisations if the volunteer is not suitable for your type of work or if they are better equipped to support
- Balance the needs of the organisation and of the volunteers - organisations are there for a purpose - volunteers are there to support the organisation

### **Handout: Disability Discrimination Act (DDA) 1995**

First law in Europe to establish the principle that disabled people have rights as employees and consumers/customers

First raised in parliament in 1981 and then took 14 attempts before being passed in November 1995

Effective from December 1996

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### Part 1 – Legal Definition of Disability

#### A disabled person is defined as –

‘a person who has a physical or mental impairment which has a substantial and long term effect on his or her ability to carry out normal day to day activities’

**Part II** - The Employment Provisions introduce a statutory right not to be discriminated against on grounds of disability in the whole employment process

**Part III** - Access to Goods and Services – rights for disabled service users/consumers

Phased implementation

From December 1996 service providers have not legally been able to –

Refuse a service to a disabled person for reasons related to their disability

Offer a lower standard of service

Charge a disabled person more

From October 1999 organisations have had to

Alter, change or abandon policies, procedures or practices which make it impossible or unreasonably difficult for a disabled person to use a service

Provide a reasonable alternative means of accessing the service

Provide auxiliary aids and/or services to enable a disabled person to use the service

From October 2004 – have had to remove or alter physical barriers.

**Part IV** – Special Educational Needs and Disabilities Act (SENDA) – passed in 2001

Following recommendations by the Disability Task Force set up by the new labour government in 1997 the rights of disabled people to education in schools, colleges and universities was established

**Part V** : Public Sector Duties – passed April 2005 and effective from December 2006.

From 4<sup>th</sup> December 2006 any public sector body must

Eliminate unlawful disability discrimination and harassment

Promote equality of opportunity and positive attitudes towards disabled people

Take steps to take account of a disabled person’s impairment

Encourage participation by disabled people in public life

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Produce a Disability Equality Scheme (DES)

Public bodies such as councils, educational establishments and hospital have a new responsibility to 'promote disability equality'

### **Barriers Experienced by Disabled People**

**Attitudinal** – an habitual mode of thought or way of feeling. Common attitudes about disabled people include fear, ignorance, embarrassment or prejudice and may lead to negative assumptions and stereotypical beliefs

**Organisational** – policies, practices and procedures written with little or no knowledge of disability issues

**Physical or Environmental** – eg. stairs without a ramped alternative, no taped or Braille alternative to printed matter, poorly designed and inaccessible toilet facilities

### **Some Guidelines When Meeting Disabled People**

Offer help if this is appropriate or asked to do so but make sure it is accepted before giving it

Disabled people are experts on what they need – they will tell you if you ask and listen to what they say

Treat them with the same respect you would give anyone else – use their first name only if you are doing the same with others. Treat disabled adults as adults not children

Do not make jokes or ask questions about their impairment, wheelchair, other equipment or guide/support dog

Always ask

Avoid making assumptions

Take your lead from the disabled person

### **When the Disabled Person is Accompanied it is Good Practice to:**

Always speak directly to the disabled person, not their interpreter or assistant. If asked a question answer the person who asked.

Be guided by the disabled person. Some disabled people introduce their PA, but some do not

Hand change or leaflets/info to the disabled person, if you are involved in a transaction with them

Ignore assistance dogs while they are working and always ask the owner first before you pay them attention

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Try not to comment on an interpreter's skills, a PA's patience/'care' or a dog's cleverness. These comments can imply that the disabled person is not in control and is a burden or inconvenience.

### **Examples of Reasonable Adjustments for Effective Communication**

For hearing impaired people – provision of a note taker, qualified BSL interpreter, textphones, subtitles, induction loops, audio visual telephones and fire alarms, teletext and information via a computer

For visually impaired people – readers/notetakers both human and technological, documents in large print or Braille or on computer disc/email, information on audio tape, accessible websites, assistance with guiding, audio description services, large print or tactile maps/plans/models/ of locations/venues

For people with speech impairment – effective communication techniques, plain simple language with no jargon, patience, empathy and positive engagement

### **Terminology**

Effective use of words should reflect current thinking within society

The words we use impact on the level of respect we convey to other people

Some of the language used around disability tends to reinforce negative stereotypes and prejudices

Helpful positive language goes beyond 'political correctness'. Its use reflects disabled peoples' aspirations for full participation and respect

### **When Meeting People with Learning Disabilities for the First Time**

Assume that they will follow and understand what you are saying

Be prepared to explain in different ways more than once and be patient

Break down complex information into single issues

Keep external distractions to a minimum

Offer to write down or tape the conversation with your name and contact details for the person to keep as a record to look at again

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### 3. Volunteers with Mental Health Condition

Workshop run by Sue Barnet from BARN and Amanda Smith from the Early Intervention Team Worcester (after lunch).

**1 in 4 people in the UK suffer some form of mental health issues during their life.**

Mental health issues cover a wide range of conditions from very mild to really serious.

Most neuroses shouldn't be a barrier to volunteering. Volunteering is really beneficial for people with various forms of neurosis; it can lead to employment and/or study.

Examples: depression, bipolar, schizophrenia, psychosis, anxiety, O.C.D., phobias, tourettes, eating disorders, panic attacks, post-natal depression, stress, low self esteem, temporary (eg post traumatic, post divorce, bereavement), drug-alcohol dependency.

Ways to help:

- communication, reassurance
- taster days, shadowing roles,
- develop trust

Can't always tell when you meet people, is it right to tag these? Do we need to know if the person doesn't ask for support?

It is important to respond to individual's needs

Volunteers with mental health problems are likely to have more knowledge /insight they can bring to volunteering roles

Society creates barriers/obstacles-stigma-assumptions; need to break down barriers.

Mental health fluctuates

Must have right placement, right support, risk assessments essential; faulty placement can be a big set back.

Joint working with professionals, support workers need to understand volunteering

SUCCESS STORIES: use positive case studies.

Responsibility on the Volunteer coordinator-impact of limited capacity; support workers needed

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WHAT CAN WE DO TO ENABLE?

Find out what support is available; Run a pilot than seek funding to continue

**Handout Appendix1 : Worcestershire Early Intervention Service flyer.**

### 4. Volunteers from BAME Groups

Workshop Leaders: Rob Mace and Sally Early

Barriers to volunteering to diverse groups identified in the workshops were:

- time
- languages
- cultural - beliefs and traditions
- prejudices and fear of discrimination
- tokenism
- volunteering not recognised in the local community
- access issues
- economic issues
- lack of confidence of BME groups - both volunteers and organisations
- specific barriers between different equality groups
- fear of PC
- too white workforce or perception of

#### Diversity Quiz

1. What is the total population of the UK?
2. What are the life expectancy rates of men and women in the UK?
3. How many people living in the UK are over the age of 100?
4. What percentage of young workers feel they have been held back at work because of their age?
5. What is the largest age group in the labour force?
  - 16 – 24
  - 25 – 34
  - 35 – 44
  - 45 – 59
  - 60+

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6. How many people in the UK have a disability?
7. What is the total annual spending power of this group?
  - 10 million
  - 50 million
  - 20 Billion
  - 50 Billion
8. How many people with a disability are in employment?
9. What percentage of the UK population are white?
10. What are the largest minority ethnic groups in the UK? (Please place them in rank order 1-6)
  - Indians
  - Black Africans
  - Bangladeshis
  - Pakistanis
  - Mixed ethnic backgrounds
  - Black Caribbean
11. What percentage of London's population belongs to an ethnic minority group?
12. When was the first Indian MP elected to the House of Commons?
13. Men do eight times more childcare than they did 30 years ago, True or False?
14. What ethnic minority group do we have the least information about and are most commonly omitted from surveys?
15. What percentage of people in the UK have a religion?
16. The six main religions in the UK are Christian, Muslim, Hindu, Sikh, Jewish and Buddhist. Put the other religions into rank order of popularity (1-7):

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- Pagan
- Rastafarian
- Zoroastrian
- Baha’l
- Spiritualists
- Jain
- Wicca

17. What is the estimate percentage of lesbians, gay men and bisexuals in the UK?
18. What percentage of gay men and Lesbians are out to everyone who knows them?
19. Diverse community groups are under-represented in volunteering, True or False?
20. Can you identify three factors that may discourage people from diverse backgrounds not to volunteer?

**For the answers contact** [robin.mace@wychavon.gov.uk](mailto:robin.mace@wychavon.gov.uk)

### Feedback on the Day

The event was a great success; the feedback from the participants was excellent. Participants felt that the event was informative and that sharing experience with colleagues from across the county is highly inspirational. Here is a small selection of the comments we received on the day:

“A useful day, well presented, good workshop leaders and motivational talk from F. Williams; excellent pepper sauce-so hot!” D. Overton

“Good day sharing experiences and raising awareness.”

“Thought provoking day-think out of the box! Challenging.”

“I enjoyed the opportunity to network and share ideas and good practice.” N.McVey

“An excellent experience. Very valuable in terms of future approach to volunteers-what is possible not the other way round.” L.Garrett

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### More information and support:

#### On good practice in working with volunteers:

#### **Bromsgrove & Redditch Network (BARN) – Ann Sowton**

A: Room 9, Ecumenical Centre

6 Evesham Walk

Redditch B97 4EX

T: 01527 60282

E: [ann@barn.org.uk](mailto:ann@barn.org.uk)

W: [www.barn.org.uk](http://www.barn.org.uk)

#### **Community Action Malvern & District – Jacci Philips**

A: 28-30 Belle Vue Terrace

Malvern WR14 4PZ

T: 01684 892381

E: [jaccip@communityaction.org.uk](mailto:jaccip@communityaction.org.uk)

W: [www.communityaction.org.uk](http://www.communityaction.org.uk)

#### **Community Action Wyre Forest – Irene Walker**

A: Burgage Lodge

184 Franche Road, Kidderminster DY11 5AD

T: 01562 67008

E: [cvs@communityactionwf.org.uk](mailto:cvs@communityactionwf.org.uk)

W: [www.communityactionwf.org.uk](http://www.communityactionwf.org.uk)

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### **Evesham Volunteer Centre – Helen Gray**

A: The Lodge

Rear of Dresden House

Brick Kiln Street

Evesham

WR11 4AA

T: 01386 40165

E: [manager@eveshamvolunteers.org.uk](mailto:manager@eveshamvolunteers.org.uk)

W: [www.eveshamvolunteers.org.uk](http://www.eveshamvolunteers.org.uk)

### **Pershore Volunteer Centre – Kate Walton**

A: Charlotte Offices

New Road

Pershore

Worcs WR10 1BY

T: 01386 554299

E: [admin@pershorevolunteers.org](mailto:admin@pershorevolunteers.org)

W: [www.pershorevolunteers.org](http://www.pershorevolunteers.org)

### **Worcester Volunteer Centre – Sally Ellison**

A: 33 The Tything

Worcester WR1 1JL

T: 01905 24741

E: [sally.wcvb@btconnect.com](mailto:sally.wcvb@btconnect.com)

W: [www.worcestervolunteercentre.org.uk](http://www.worcestervolunteercentre.org.uk)

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### Worcestershire Infrastructure Consortium (WIC)

Chair: Cathy Clement– CVYS

T: 01905 24741

E: [cathy@wcvys.co.uk](mailto:cathy@wcvys.co.uk)

W: [www.winc.org.uk](http://www.winc.org.uk)

### WIC Volunteering Hub and Volunteering Forum

Chair: Kate Walton – VC Pershore

Partnership Officer: Gabi Gogan

M: 07525 335 184

E: [volunteeringhubworcs@yahoo.co.uk](mailto:volunteeringhubworcs@yahoo.co.uk)

### Motivational speaker:

**Frankie Williams - African Caribbean Project, Leamington Spa**

E: [acpeagles@aol.com](mailto:acpeagles@aol.com)

T: 01926 313249

A: The African Caribbean Project; 2 Bath Place; Leamington Spa; CV31 3AQ

### Workshop leaders:

#### Social deprivation:

***Alison Maynard-freelance trainer***

E: [alison@alisonmaynard.me.uk](mailto:alison@alisonmaynard.me.uk)

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### Working with volunteers with disabilities:

**Jackie Murrall - Volunteer Coordinator, Onside Independent Advocacy**

**T:** 01905 746556

**M:** 07957832253

**E:** [jackie.murrall@onside-advocacy.org.uk](mailto:jackie.murrall@onside-advocacy.org.uk)

### Working with volunteers with mental health issues:

**Amanda Smith**

Early Intervention Services

**A:** Merrimans Hill

5 Merrimans Hill Road

Worcester

WR3 8AA

**T:** 01905 681308

**Sue Barnett - VC BARN** (same contacts as Ann Sowton)

### Engaging BAME groups workshop:

**Robin Mace**

Community Outreach Officer

**W:** [www.wychavon.gov.uk](http://www.wychavon.gov.uk)

**T:** 01386 565517

**M:** 0777 3031205

**A:** Wychavon District Council

Civic Centre

Queen Elizabeth Drive

Pershore, WR10 1PT

**Sally Earley - VC Evesham** (contact details above)

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### Other Useful Contacts / Organisations

Centre for Accessible Environments – tel 020 7357 8182, [www.cae.org.uk](http://www.cae.org.uk) email [info@cae.org.uk](mailto:info@cae.org.uk),

#### **Disability Rights Commission (DRC) Helpline**

T: 08457 622 633 Textphone – 08457 622644, [www.drc-gb.org](http://www.drc-gb.org)

#### **Royal National Institute for Deaf People (RNID)**

19-23 Featherstone Street, London, EC1Y 8SL 020 7296 8000, [www.rnid.org.uk](http://www.rnid.org.uk)

**Royal National Institute for the Blind (RNIB)** West Midlands office 0121 665 4200

E: [e&e.westmidlands@rnib.org.uk](mailto:e&e.westmidlands@rnib.org.uk)

[www.bbc.co.uk/ouch](http://www.bbc.co.uk/ouch) - 'Its a disability thing'

### LEARNING DISABILITIES

#### **Autism West Midlands**

18 Highfield Road, Edgbaston, Birmingham B15 3DU

☎0121 450 7580

#### **BILD**

Campion House, Green Street, Kidderminster DY10 1JL

☎01562 723010 F 01562 723029 E [enquiries@bild.org.uk](mailto:enquiries@bild.org.uk)

### PHYSICAL DISABILITY

#### **Worcestershire Association for the Blind**

The Bradbury Centre, 2 Sansome Walk, Worcester WR1 1LH ☎01905 723245

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### **Cancer Support Group Droitwich**

47 Houseman Park, School Drive, Bromsgrove B601AZ

☎ 01527 577721

### **Deaf Direct**

The Bradbury Centre, 2 Sansome Walk, Worcester WR1 1LH

☎ 01905 746301 F 01905 746302 E [reception@deafdirect.org.uk](mailto:reception@deafdirect.org.uk)

### **Motor Neurone Disease**

3 Midsummer Meadow, Inkberrow, Worcester WR7 4HD

☎ 01386 792072

### **Parkinsons Disease Society UK**

British Legion, 25 Eastmore Road, Redditch B98 8ER

☎ 0121 423 4825 E [rpatel@parkinsons.org.uk](mailto:rpatel@parkinsons.org.uk)

### **Stroke Association**

First Floor, Winsor House, 15 High Street, Kings Heath, Birmingham B14 7BB

☎ 0121 441 6410

### **Worcestershire ME Support Group**

2 Blair Close, Berkeley Beverborne, Worcester WR4 0EG

☎ 01905 455187

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### Participants List

NR	NAME	ORGANISATION
1	Emily Harris	Vinvolved/WCVYS
2	Wendy Boyle	Worcestershire Headway North
3	Sue Eltagouri	Worcs Young Carers
4	Chris Reed	WCVYS
5	Elizabeth Williams	WRVS & Worcestershire Royal Hospital
6	Kim Joy Edmunds	Worcestershire County Council
7	Libby Harris	St.Richards Hospice
8	Nicky Hampton	Age Concern Worcester
9	Joanne Goodwin	Carers Careline in Redditch
10	Sally Earley	Eve VC
11	Joyce Newland	AgeC Droitwich
12	Kate Walton	Pershore vol centre
13	Gabi Gogan	Vol Hub
14	Sally Ellison	Worcs VC
15	Helen Gray	EveVC
16	Carol Pratt	Droitwich& Rural Council for Vol Service
17	Ann Sowton	BARN
18	Penny Westley	Goldstar
19	Stephen Hornberger	Goldstar
20	Alison Maynard	CAB/freelance; workshop leader
21	Rob Mace	workshop leader-WCC
22	Frankie Williams	African Caribbean Project
23	Jackie Murrall	Onside;workshop leader
24	Amanda Fleming	Worcs Early Intervention team;
25	Maggie Parker	ACH&W
26	Carole Blake	YSS
27	Ann Havas	Volunteer Co ordinator WVC
28	Marlene Ledgister	Fairfield Centre (WCC)
29	Rebecca Dunne	Equality and Diversity Officer WFD
30	Miriam Tresidder	ACH&W
31	Margaret Jones	Home-Start Worcester & Wychavon
32	Andrew Deakin	Scope
33	Liz Jenkins	Speakeasy Now
34	Yvette Flynn	Multiple sclerosis Support Group
35	Sally Dring	Goldstar
36	Mel Kirk	Maggs Day Centre
37	Margaret Townsend	Mencap Employment Service
38	Phil Adams	St.John's Library

## Worcestershire Volunteer Forum

39	Sheila Chance	St.John's Library
40	Alison Williams	WCC Countryside Centre
41	Cath Round	Adult Learning Disability Service
42	Gillian Bird	Victim Support Here & Worcs
43	Howerd Brooksbank	Disability Answers
44	Sue Barnett	BARN
45	Emma Harding	Ronkswod Community Centre
46	Lisa Mills	Ronkswod Community Centre
47	Patricia Hackett	Mencap
48	Nikki Knight	Older People's Support Team
49	Karen Morris	EIL Cultural Learning
50	John Brownbridge	British Waterways
51	Sarah Kelsey	Redditch Borough Council
52	Beth Haining	Tribute to African Children
53	Sasha Haining	Tribute to African Children
54	Genevieve Pearson	Bewdley Museum
55	Paul Stirling	Redditch Borough Council
56	Deborah Overton	WCC HistEnvironment & Archaeology
57	Serena Jones	Shaw Trust
58	Sarah Muckle	Shaw Trust
59	Julia Bennett	Shaw Trust
60	Rebecca Whittall	Festival Housing
61	Anne Cox	TG's Project
62	Jan Bradford	TG's Project
63	Elizabeth Jones	WCVYS
64	Linda Garrett	Malvern Mind
65	Bob Leveritt	Malvern Mind
66	Pat Pile	Primrose Hospice
67	Becky Howes	Age Concern Redditch & District
68	Natalie McVey	ACS Libraries & Learning
69	Rachel Alcock	Rooftop Housing Group
70	Kay Bromley	Community Action Malvern
71	Jo Merrett	Worcs Association For The Blind
72	Di Sambrooks	Worcs Association For The Blind
73	Nicola williams	Worcestershire Mental Health Network
74	Mrs Watkins	Keep fit for disabled
75	Gilbert Watkins	Keep fit for disabled
76	Erica Guise	Youth Vol Wychavon
77	Sharon Wright	Worcs VC