

**North West  
Volunteer Newsletter**  
Summer 2009

**Believe in  
children**



**Barnardo's**  
North West



# CORPORATE VOLUNTEERING

## VOLUNTEER NUMBERS

TYPE OF VOLUNTEER	Jun-08	Jun-09	plus/minus	difference
Children's Services	764	659	-105	-13.7%
Retail	549	673	+124	+22.6%
Barnardo's Helper Groups (BHG's)	177	184	+7	+4%
M&C Box Group Volunteers	34	34	0	0%
Regional Office (Including GyFT)	7	48	+41	+585%
<b>Total:</b>	<b>1531</b>	<b>1598</b>	<b>+67</b>	<b>+4.4%</b>

## VOLUNTEER REGIONAL OFFICE ENQUIRY STATS

In the first quarter of 2009 there were 285 enquiries, all of which have received further information about Barnardo's via Regional Office. As you will see from the collated data below, the total number of enquirers contacted within a target time frame of 5 working days stands at 95%. Male volunteer enquiries are slightly lower than the figures reported in 2008 and currently stand at 15% and the media methods of initial contact from enquirers are 14% Email 81% Web, 4% Telephone and 1% Other.

2009	Contacted within		Gender			Media						Total Enquiries
	5 Days	2 Weeks	Male	Female	Not Known	Email	B's Web	Do-It Web	Fair	Tel	Other	
Q1	95%	5%	15%	82%	3%	14%	67%	14%		4%	1%	285
<b>Total</b>	<b>95%</b>	<b>5%</b>	<b>15%</b>	<b>82%</b>	<b>3%</b>	<b>14%</b>	<b>67%</b>	<b>14%</b>		<b>4%</b>	<b>1%</b>	<b>285</b>
Total 2008	85%	15%	16%	84%	0%	8%	71%	13%	1%	3%	1%	732

To date we have successfully recruited a total of 31 volunteers (11%) from 285 enquiries. Our most successful form of recruitment via Regional Office is from Web enquiries (97%) and Email (3%).

# CHILDRENS SERVICE'S

## CATALYST PROJECT – Volunteer Focus

### My role as an Independent visitor

Barnardo's manages a small Independent Visitors scheme on behalf of St Helens Council. Independent visitors have a Statutory framework (Children act 1989 ) IVs can be appointed where a child has minimal or negative contact with his/her parents. The volunteer may then be the only person who is not paid to spend time with the child.

The following is one visitor's story about her relationship with a young person

#### How I met G:

I was fortunate enough to be a volunteer at Barnardo's doing occasional play work whenever I could. However because I worked full time, I found it increasingly difficult to make the play sessions and when I was asked about the independent visitor sessions I thought I would be able to commit more of my time and thought that being involved on more of a one to one basis would be an experience for myself and I would be providing support for a young person which I believed would be very rewarding.

A member of staff from Barnardo's explained to me what my role would be and the background to the young person. We then met G and her Foster Carers. G was a very pleasant young lady who I instantly made a connection with. We both enjoyed the same types of music and we both enjoyed shopping so from day one, we got along very well. Her foster carers are two of the nicest people who have always made me feel welcome in their home and have always made it easy for me to talk to them. G has a fantastic relationship with her carers.

#### Meeting up with G:

I gave both G and L (Foster Carer) my phone number so that they could contact me whenever they wanted me to go out with G. G and I have had many trips out. We have been for meals, visited the cinema and been shopping around the Trafford Centre. G is always polite and a fun person to be around. When we are out, I look after the expenses of things like food and drinks and any activities that we do then claim it back from Barnardo's. G buys any treats that she would like for example cd's or clothes.

I always give G the opportunity to share with me how things are going in her life. I ask her how school is and if she has any problems with anything. Occasionally she will mention a problem with a friend or a health problem and I ask her if she has spoken to L about it which she normally has. I will then discuss it with L when I take G home. G talks fondly of her family and siblings. I never push G to talk further about things, I always let her talk freely but I try not to overload her questions.

## Being an Independent Visitor:

I find being an independent visitor extremely rewarding. I enjoy being part of someone's life which I know makes a difference. I can fit it in around work and my own personal life which means I am able to fulfil my commitment as an independent visitor. Having G in my life also makes a difference for me. I have picked up many valuable skills being a visitor such as better communication skills and the ability to help support a young person.

## VOLUNTEER TRAINING FOR THE CARLSILE CLUSTER

Lezley Wilson and staff in the Carlisle region began their first round of Volunteer Training in June. The training is being delivered at Carlisle West for the Carlisle Cluster, a total of 9 volunteers from Carlisle West, Carlisle South & Carlisle Rural Children's Centre's are attending. Its being run for 6 consecutive Wednesdays during the daytime and staff are hoping to deliver it on an evening later on in the year to accommodate their volunteers that work through the day. The first few sessions have gone really well with very positive feed back. Fingers crossed it will stay the same over the remaining weeks!!!

## POLICIES

### WHISTLEBLOWING UPDATE: OFSTED HELPLINE APRIL 09

#### **Safeguarding children: Ofsted's whistleblower hotline (01/04/09)**

Ofsted is piloting a whistleblower hotline for council employees and those working with young children who want to report concerns about practices and procedures for the safeguarding of children and young people.

The hotline can be contacted by:

- Telephone - 08456 404046 (Monday to Friday from 8am to 6pm).
- Email – [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)
- Letter – WBHL, Ofsted, Royal Exchange Buildings, St Ann's Square, Manchester M2 7LA

Before using the hotline, Ofsted recommend that individuals first read their employer's whistleblowing policy and raise their concerns with the employer.

If the employer does not have a whistleblowing policy or if the individual is still not sure how to raise your concerns, the individual should first get free and confidential advice from the independent whistleblowing charity Public Concern at Work on:

Tel: 020 7404 6609 or

E-mail [helpline@pcaw.co.uk](mailto:helpline@pcaw.co.uk)

Guidance on whistleblowing legislation can be found at

<http://www.pcaw.co.uk/law/uklegislation.htm>

<http://www.pcaw.co.uk/>

[http://www.ofsted.gov.uk/Ofsted-home/About-us/Contact-us/Safeguarding-children-](http://www.ofsted.gov.uk/Ofsted-home/About-us/Contact-us/Safeguarding-children-Ofsted-s-whistleblower-hotline)

[Ofsted-s-whistleblower-hotline](http://www.ofsted.gov.uk/Ofsted-home/About-us/Contact-us/Safeguarding-children-Ofsted-s-whistleblower-hotline)

<http://www.ofsted.gov.uk/Ofsted-home/News/News-Archive/2009/April/Whistleblower-hotline-pilot>

## **VOLUNTEER PROMOTIONAL MATERIAL**

There are a number of standard leaflets/posters/flyers available free of charge. You just pay for postage. To view the materials, click the code numbers below:

### CODE NO:

- |                       |                              |
|-----------------------|------------------------------|
| <a href="#">PR635</a> | Volunteer Flyer (A6)         |
| <a href="#">PR631</a> | Volunteer Poster (A3)        |
| <a href="#">PR634</a> | Corporate Leaflet, A5 folded |

Please order by email from Liz Fahie or call 020 8498 7704, stating:

- Code Number
- Amount required
- Delivery Address
- Cost Centre and Subcode
- Contact name and telephone number

Volunteer literature is free of charge, but the postage will be charged to the cost centre and subcode you provide.

# RETAIL

## SPECIAL BIRTHDAY FOR THE ALLERTON STORE



The Barnardo's store in Allerton celebrated its 25th birthday on Wednesday 8<sup>th</sup> April with a very special guest – a lady who has volunteered at the store since the day it very first opened its doors who also celebrated her birthday that day.

Sharon Stevens Manager (pictured left), Rachel Bolwes Sales Assistant (pictured right) and Esther O'Donoghue (pictured centre above) who turned 87 years old on 8<sup>th</sup> April when the shop hosted a special celebration to commemorate the momentous occasion.

The shop in Allerton sells a wide range of good quality men's, women's and children's wear as well as items for the home and toys and books.

Volunteer Development Manager for the North West, Rachel Hodges said: "We are delighted that such a valuable volunteer as Esther is able to celebrate the shop's birthday with us. We are indebted to all her hard work and enthusiasm over the last 25 years."

The shop hosted a celebration with balloons and a cake to mark the event and customers joined staff and volunteers on the day at the shop.

Retail Area Business Manager Glenys Jones added that she was thrilled to have celebrated the 25<sup>th</sup> birthday of the very successful Allerton store and was pleased to see our customers joining in with the celebrations as well as by buying our excellent quality stock they go a long way to helping less fortunate children in the local area.

# VOLUNTEER RECOGNITION

## VOLUNTEERS' WEEK 2009

Diane Jackson BRM at Farnworth branch wanted to make sure her volunteers knew just how much they were appreciated. On Tuesday 2<sup>nd</sup> June she arranged a buffet lunch and invited them all to attend. The ladies were given a plant and the gentlemen received beer as well as there well deserved certificates and awards as listed below.



Pictured below you can see the staff and volunteers; from left to right on the front row then right to left on the back row they are; Diane Jackson BRM, Lynda Wilde (1year - Green badge), Louise Moreland (15 months – Green badge), Yvonne Jones (20 months – Green badge), Pat Stafford (1 year – Green badge), Christine Grundy SA, Alice Skerry (20 years – Purple badge), Wayne Corkhill (1 year – Green badge), Alan Millington (5 months – appreciation certificate), Rachel Coote (10 months – appreciation certificate), Margaret Campbell (5 years – Bronze badge) and Karen Gee (3 months – appreciation certificate). Volunteers Beryl Seddon (8 months – certificate of appreciation), Phil Turrell (3½ years – Green badge), Marjorie brown (18 months – Green badge), Justine Greasley (2½ years – Green badge) and Carol Reece Smith (3 months – appreciation certificate) were unable to attend but all received their awards.



## THANK YOU CARDS SENT TO ALL NW VOLUNTEERS

Once again this year to celebrate Volunteers Week (1<sup>st</sup> – 7<sup>th</sup> June), 'Thank You' cards were sent to all our North West Volunteers across Children's Services, Retail and Fundraising. The card, which was designed by one of our service users, was copied over 1,500 times and distributed to all of the North West volunteers by staff and Regional Office volunteer Colin Sweetlove.

## HEART OF SALFORD AWARDS 2009

Volunteer Robert Vaughan, from the Salford Families project was nominated by their volunteer co-ordinator Cathy Parr for the Heart of Salford Award which took place on 31st March. He won his category of young volunteer and was nominated for volunteer of the year. Robert has been with Salford Families for 3 years and has always been a very active and outstanding volunteer. Below are the details of the nomination put forward by Cathy:

Robert has volunteered at Salford Families since he was just 16 years old. When Robert joined our volunteer team he demonstrated maturity and skills beyond his years, and we have seen him develop tremendously throughout his volunteering.

Robert stands out in our large team of volunteers because he has volunteered consistently and continuously for the past 3 years. Robert regularly volunteers on our weekend activities where he gets stuck into various activities which include cinema visits, outings to local parks, indoor play areas and local museums. During the activities Robert assists the play leaders, encourages the young people to join in, gives encouragement and praise, acts as a positive role model and adapts activities to enable all the young people to participate.

Throughout his time as a volunteer Robert has demonstrated an excellent rapport with and understanding of the children and young people. He has the skills to support even the most challenging children in a very calm and sensitive manner. He has always had the best interests of the children and young people at heart and their welfare and happiness has always been his priority. Robert manages to volunteer most weeks despite his work commitments; he is reliable, trustworthy, caring, warm-hearted and an excellent team member. Robert's voluntary experience has also contributed to him gaining employment in caring for the elderly.

The children and young people at Salford Families have benefited greatly from Roberts contribution and generous time commitment. He is willing to go the extra mile as a volunteer, has a lot to offer and often volunteers on back-to-back activities with amazing energy and stamina.

We feel very lucky to have a volunteer like Robert and he is held in very high regard by all the staff and other volunteers who work with him.

## MANCHESTER TO BLACKPOOL CYCLE RIDE

A volunteer from the Include Me 2 project, Chris Wilson, is getting on his bike once again for Barnardo's and doing a sponsored bike ride. The event starts in Manchester from the Manchester United Football ground and finishes in Blackpool at the Mirror Ball on the South Promenade, Blackpool and it takes place on Sunday 12th July. The route of 60 miles is only disclosed on the day! Last year Chris raised £485 for Barnardo's and he's hoping to do even better this year! If you would like to sponsor Chris then please contact either of the Volunteer Co-ordinators at the Include Me 2 project on 01772 629470 or [michelle.carroll@barnardos.org.uk](mailto:michelle.carroll@barnardos.org.uk) / [jean.hunt@barnardos.org.uk](mailto:jean.hunt@barnardos.org.uk)



Well done Chris for the money you've raised so far and Good Luck for this year's event!

## REGIONAL EVENTS

### DIARY DATES FOR 2009

**Would any existing volunteers like to help at the events below?**

### Manchester Pride Festival - Saturday 29th – Monday 31st August

Manchester Pride is an annual Lesbian, Gay, Bisexual and Transgender (LGBT) festival and we need volunteers to help staff the Barnardo's stall. This will involve engaging positively with the general public – answering any queries about Barnardo's work regionally and nationally as well as hand out literature or take contact details to pass on to staff.

A member of Barnardo's staff will be there to support the volunteers

Volunteers will receive free £10 entry into the event and travel expenses will be paid

For further information please contact Rachel Morley on 0151 729 0128 or [rachel.morley@Barnardos.org.uk](mailto:rachel.morley@Barnardos.org.uk)

## The Home Collection Box (HCB)

Join the Barnardo's Small Silver Appeal and place a collecting box in your home or on your desk - you'll be amazed at how quickly your small change soon adds up! The box raises an average of £12 - this could pay for a group therapy session for a young and vulnerable child, an emergency wash and personal care kit for a young person who is homeless or it could pay for toys and games for play therapy sessions for a child who has been abused

To receive one of our boxes please [order one of the collection box online](#) or call our Supporter Helpline 0845 769 7967

## “Bag it Up” Team Challenge

You simply decide on a date that you would be free to collect goods & bag them up. Put up posters and advertise that you are collecting seconds hand goods (toys, bric-a-brac, books, CDs) and tell people where & when to bring their unwanted items. Once you have bagged up the item contact us so we can arrange delivery of them to a Barnardo's shop (or service if nearer)

Barnardo's retail shops rely on good quality donated goods. We need unwanted toys in good, safe condition, books, CDs, videos, household goods or clothes.

For further details please contact Rachel Hodges on 0151 488 1100 or [rachel.hodges@barnardos.org.uk](mailto:rachel.hodges@barnardos.org.uk)

If you have any items for future editions then please get in touch. Many thanks, Diane Pryde Volunteer Development Officer. [Diane.pryde@barnardos.org.uk](mailto:Diane.pryde@barnardos.org.uk) Tel 0151 488 1100

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