

the echo

VOLUNTEER AWARDS EDITION

FEATURING

VOLUNTEER AWARDS 2017

Celebrating the volunteers who bring colour to their communities.

HEALTHWATCH DUDLEY

What helps children and young people in dudley to thrive?



IN THIS ISSUE

Voluntary Sector MCP Update.....	2
Carers Rights Day.....	2
Operation Santa.....	3
Celebrating with the Blaze Angels.....	3
Dudley Volunteer Awards 2017 special....	4
Malcolm Lindsay, Sporting Champion.....	6
Garry Edwards, Highly Commended.....	7
Highly Commended Awards.....	8
Let's talk about trustees.....	9
Thrive Dudley.....	10
Christmas Toy Appeal.....	12

AVAILABLE IN LARGE PRINT ON REQUEST

Voluntary Sector Multispecialty Community Provider (MCP) engagement session

On 7th November 2017, Dudley CVS hosted with Dudley CCG a session with voluntary organisations and community groups across Dudley borough on Dudley's new MCP.

Purpose of session

Following the launch of the procurement process for Dudley's Multispecialty Community Provider (MCP) in June, Dudley CCG recently announced the bidder that has made it through to the next stage of the procurement process.

Since September 2017, Dudley CCG has been going through a dialogue process with a consortium involving four local NHS Trusts and local GPs. The four trusts are – Birmingham Community Healthcare NHS Foundation Trust, The Dudley Group NHS Foundation Trust, Dudley and Walsall Mental Health Partnership NHS Trust and Black Country Partnership NHS Foundation Trust.

The new Multispecialty Community Provider (MCP) will bring together services in an integrated manner and will:

- hold a contract of up to 15 years' duration;
- manage a single, whole-population budget;
- transform the access to and delivery of community health and care services with Primary Care at the centre, and meet a defined set of outcome and performance measures.

As part of the dialogue phase, Dudley CVS hosted in partnership with Dudley CCG this engagement event for the voluntary sector with the potential consortium. This event enabled the voluntary sector to learn about proposed plans for the MCP and an opportunity to observe and engage in discussions on pre-set questions about how the potential bidder intends to engage with the sector over 10 – 15 years to meet the outcomes of the MCP.

i For detailed notes from the session please visit Dudley CVS blog: dudleycvsblog.com or contact Kate Green, Dudley CVS on 01384 573381. Email: buildingblocks@dudleycvb.org.uk

Carers Rights Day 2017

Carers UK held 'Carers Rights Day' on 24th November to bring together organisations across the UK to help people caring for family members or friends know their rights and find out how they can get help and support.

Dudley CVS's Carer Coordinator, Sharon McGlynn, accompanied by Deb Attwood and Chris Barron from Healthwatch Dudley, raised awareness on the day by holding a tea party in The Health Hub at Russell's Hall Hospital.

On the day free drinks and cakes were provided to staff and visitors in exchange for their ideas as to how a Carers Information Shop or Hub could help them at the hospital.

After listening to people talk about their circumstances and health, it was found that people generally welcomed the idea to have such an information point at the hospital which would give them the opportunity to find out more about local services that could support them in their caring role.

This information will be useful in terms of the upcoming proposal of Dudley MBC Carers Alliance to have a Health and Wellbeing Service in Dudley with possible outreach hubs in the 5 localities and at the hospital.

i If you would like to share your views or ideas about how a Carers Information Shop or Hub could help you, please contact Sharon and Healthwatch on 01384 573381



A great start to Operation Santa!

Every year Operation Santa supports children and young people across the borough, helping to spread a little joy and kindness at Christmas.

The donations of new toys, gifts, food etc. will help make Christmas for children, young people and their families across Dudley borough. Many of the recipients would otherwise get nothing for Christmas and we channel the donations to local voluntary, community and faith groups who support children and families in crisis. Eileen Fielding, Dudley CVS's Volunteer Manager, said, "Operation Santa is lucky to have some amazing and dedicated supporters who come back every year, and these lovely people always go the extra mile."

Celebrating with the Blaze Angels!

This year Brett Harris, owner of Blaze Hairdressers in Kingswinford, and his faithful team of Blaze angels, have yet again delivered a fantastic collection of assorted gifts for the Dudley CVS Operation Santa Appeal.

Brett, and his loyal team of helpers, have collected brand new gifts, to be distributed out to disadvantaged children across the Dudley borough. Brett said:

"We are very passionate as a team and we are all about family, we like to be able to shine that little bit of light on families in need at Christmas, show them what life can be like and to give them that little bit of love."

Every year Brett campaigns tirelessly to generate donations of gifts and cash to support the appeal to make a huge difference to those 'invisible' children who are often forgotten at Christmas and have nothing to look forward to. Many of the children and young people supported would otherwise not get a gift and many can't even expect a hot meal. Brett has always preferred to operate under the radar and does not seek any recognition for his efforts, he simply has a heart of gold and a passion to make a difference.

It's been a busy year for the team, not only are they celebrating their 10th anniversary, but also a recent award in the category for Business Supporting the Community at the Dudley CVS Volunteer Awards 2017.

We caught up with Brett and his team at Blaze Hair at the celebrations, with the Mayor of Dudley, Dave Tyler. Welcomed by the team's 'through the looking glass' Halloween theme, Brett said, "It's lovely to be recognised, it's not necessary, but when it happens to you it makes you strive to do more than what you are already doing, it really does inspire you to push that boundary to push to the next level, and that's what we are going to do this year"

Brett's motto is "never look in your rear view mirror, keep going forward", a good motto to remember.

The team is looking to encourage other kind members of the public to help them continue supporting the community, a donation of a gift will put a smile on the face of a local child this Christmas.

i There's still time to make a donation of a new toy, book, game, clothes, bedding etc, call Eileen on 01384 573381. For more information visit www.facebook.com/Operationsanta.Dudleyborough/



Dudley CVS is honoured to have hosted its annual Dudley Volunteer Awards to recognise the amazing, inspirational people who generously devote their time to volunteer in the Dudley Borough. These people bring colour to their communities.

Around 300 people, including the Mayor of Dudley, Cllr Dave Tyler, attended the event at the beautifully decorated Brierley Hill Civic Hall to celebrate volunteering and the difference these people have made.

Team Hazelwood received an **Arts and Heritage** award for their tireless work managing staging and props for amateur dramatic societies. The 25-strong group are passionate about ensuring that an amateur musical theatre production can take to the stage. Team Hazelwood do not have any premises but use their own homes to build and paint their scenery, from tombstones, gargoyles, rocket and even the famous Grease car! Team Hazelwood are a dedicated hard working group of people who are not in the spotlight during a show. Their nominator said "these guys are our unsung heroes without them the show definitely would not go on."

The **Business Supporting the Community Award** recognises businesses across the borough who go that extra mile to support local communities, groups and causes. **Brett and the Blaze Angels** are committed to helping children and families through Dudley CVS's annual Operation Santa appeal. The team is dedicated to bringing joy to less fortunate local children and young people each Christmas. Brett and the team give hours of their own time to connect and collect donations to help bring smiles to the faces of hundreds of children across Dudley borough.

The **Children and Families Award** was presented to **Kerry Davies** for her passion and commitment to children and young people. Kerry volunteers with the YMCA Open Door Project. The project places young people with hosts who provide both long term and emergency accommodation, giving the stability that young people need to enable them to move forward in their life. Kerry gives young people the experience of a loving, supportive home environment, which they may have never had before. Kerry devotes her time to take them for meals, to the cinema and away for short breaks, and is always on hand to help out with a problem.

This year the panel made a joint **Community Action** award. The first was presented to **Christine Connolly**, who has been a vital member of the Brierley Hill Mary Stevens Hospice Shop team since 1996. Chris's infectious personality is a hit with the customers, many of whom would come in specifically to have a chat with Chris. Chris volunteers five days a week between the two shops and running car boot sales, making Easter bonnets, helping to run bi-annual toy sales. Chris also made 40

Christmas meals for single people of all ages who had no family to share a meal with. "Our hospice would simply not be the same without volunteers like Chris. She is an inspiration to the other volunteers, shop manager as well as the senior management team who all hold a special place in their heart for her."

The second **Community Action** award went to **Steven Jones**, who has volunteered for Summit House Support for 10 years. Reliable and prompt to offer help, his cheerful personality has been of great value when volunteering on reception and helping staff with tasks. Despite dealing with personal difficulties including schizophrenia, Steve manages his condition very well, adding valuable knowledge to the team at Summit House by preparing and delivering interesting and eye-opening presentations on how his condition affects him. Travelling from West Bromwich, and not a driver, he is still there when he promises even deep in the heart of winter! "Summit House would not be the same without Steve who is almost part of the furniture"

This year the judging Panel made a joint **Healthy Communities award**. **Alan Lovell** has volunteered three days a week with Age UK for a number of years. He has seen many faces, staff, volunteers and clients come and go. Many volunteers and clients have known Alan for a long time and they all have a good relationship with him. First thing in the morning, Alan helps to lay tables, make breakfast for clients as they come in, and assists at lunchtime and afternoon teas. Alan has escorted clients on various afternoon trips on numerous occasions, enjoys participating in the activities at the day centre, socialising with clients. "He is a valued member of our team and we wouldn't be without him!"

The second **Healthy Communities** award was presented to **Dudley Dementia Cafes**. The Alzheimer's Society operates 3 dementia cafes within the Dudley Borough to offer peer support and hope that friendships are formed outside of the café. The volunteers are on hand to support, answer any questions, make refreshments and also help to stimulate conversations. "Without the support of our volunteers these dementia cafes would not be in operation, therefore further reducing the support and assistance that attendees obtain."

The **Sporting Champion** was presented to **Malcolm Lindsay**. Malcolm's passion and unswerving commitment to youth football over many years, led to the Panel making the unanimous decision to award him the Sporting Champion Award. He is a current President and Vice-Chairman of the SDYGFL and has served in various positions since joining the committee on the formation of the SDYGFL in 1974. One of the high points of his voluntary service was in 1983, when he was instrumental in the league being chosen to

provide the ball boys at the FA cup final at Wembley. Malcolm rarely misses a committee meeting and is always present at any special events and cup finals, where he continues to take centre stage as 'Master of Ceremonies'.

The **Wellbeing** award was presented to **Cheryl Coss**. Cheryl is considered a great asset to SODA (Survivors of Domestic Abuse), speaking from the heart about all the devastating things she has experienced in her life, not realising how much that she is helping others by doing this. Cheryl is volunteer treasurer, organises funding events and raises SODA's profile.

The Ray McGuirk Young Volunteer of the Year award was jointly awarded to **Becky Lawley and Keira Pooler**. Becky is a 19 year old young woman who has been volunteering with the Dudley Young Health Champions project. Becky first was referred to the project through her participation with Just Straight Talk, to help build and develop her confidence after experiencing several years of anxiety and depression which affected her home life, her health and education. As a very talented artist, Becky creates artwork based on the challenges she faces in her day to day life to help others.

Keira, unfortunately suffered a stillbirth, a devastating experience for any parent. Keira is now passionate and committed to ensure individuals who suffered as she did to have a more positive experience. A further driver is her strength and determination to ensure she is the best possible mum that she can be to Leila Mai (who is now 1 yrs old) and share her knowledge to support other young parents.

The **Gordon Lindsay Award** for Long Service was received by **Keith Horsfall**, a committed champion of the arts. Whether supporting, mentoring or developing through the work of charities or being the driving force behind a range of community arts organisations, his passion and enthusiasm are infectious and he makes a real difference across the arts communities as a whole. From his extensive work with various youth orchestras, bands and choirs he has travelled throughout many parts of the world. He has been the director of several major festivals and was Artistic Director for the Queen's visit to Dudley in 1994. Keith has been closely associated with several national music organisers and charities, such as 'Ballet Hool' and Leaps and Bounds Trust, projects that brought performing arts to at risk young people.

Keith is also the chair of Black Country Radio, a wholly voluntary community media organisation. He was the Chair of Dudley Arts Council -, and remains the Vice Chair with a passion to drive the arts across the Black Country. He is also on the committee for the Black Country Festival.





Malcolm Lindsay's passion and commitment to youth football over many years, led him to receive the Sporting Champion award at the Dudley CVS Volunteer Awards 2017 in October.

As one of the founding members of the Stourbridge and District Youth and Girls Football League in 1974, Malcolm has been ever present since, serving in almost every role within the committee.

We met Malcolm over a cup of tea to find out more about his passions and what volunteering means to him.

Through the involvement of his own sons, Malcolm held positions in the 1970s and 80s with various youth teams including, Blandford Mere, Cherry Valley, Richmond Rovers, Stour Park, Delph Dodgers and Hasbury Rangers.

"It actually started when I was treasurer of the residents association, my eldest son was 7 at the time. One night he said to me, Dad, I want someone to start a football team, so we put it in the newsletter, with an advert asking for a budding 'Brian Clough' to volunteer to run it.

"Originally, there were 6 teams, and it just grew and grew, now we've got almost 400 teams and at least 4000 boys and girls taking part in sport and playing football in the youth league."

One of Malcolm's highest points was in 1983, when he was instrumental in the league being chosen to provide the ball boys at the FA Cup final at Wembley. "The biggest honour for the league was taking the ball boys to the FA Cup final, Manchester United against Brighton. We drew out one club from the league and 7 ball boys were selected. We hired a minibus to take the boys to Wembley. We had a tour around the grounds and dressing rooms. One of the bonuses was the match ended with a draw so we came back for the replay five days later!"

Malcolm's refereeing career started in 1974 when referring voluntarily as a parent. In 1977 he went on to pass a referee's course, after which he continued

to officiate in local leagues and schools up until his retirement in 2014 at the age of 73. As a member of the local Referees Association, he also provided support and encouragement to newly qualified referees, many of them being from 14 to 20 years of age.

Now holding the position of President and Senior League Advisor, with his vast knowledge of the league and local football, he is often the first port of call for difficult questions.

Malcolm rarely misses a committee meeting and is always present at any special event and cup finals. His nominator said, "He takes all his positions very seriously, he is very strict on protocol, but is a reminder to us that when making difficult decisions to make sure we go through the proper procedures."

Often out burning the midnight oil, Malcolm would occasionally referee 4 matches in one weekend, but he always had the support from his lovely wife, Margaret.

Sadly, Margaret passed away this year after a long and happy marriage of 54 years. "Margaret was an inspiration, we used to go to a lot of the matches together. When we were younger, she used to come to my house on a Sunday afternoon, and there would be about 6 lads in the house! Just having sisters she wasn't used to being in the company of boys. So, Margaret was always around football, and then with our sons, I think she thought 'If you can't beat them, join them!' She used to love watching Gillette Soccer with me on a Saturday afternoon.

"What this award means to me? it's really how proud my wife Margaret would be, and my sons, family and friends. It's nice to be recognised after 43 years service and it means a lot to me, it's not only good for me but it's really good for the league"

Although having to take a backseat over the last 12 months, Malcolm still makes time for anyone who contacts him at any time of the day, offering advice and support using his vast knowledge from his years of experience.



Garry Edwards has been volunteering with local community radio stations for over 10 years. He was presented with the Arts and Heritage award at the Dudley CVS Volunteer Awards, for his long-standing commitment to both 102.5 The Bridge and Black Country Radio, but also for his infectious enthusiasm and passion he brings to what he does.

Always interested in radio, Garry spent two years with Dudley Hospital Radio at Russells Hall Hospital, he then moved to 102.5 The Bridge, which in 2015 merged with Black Country Community Radio, to produce Black Country Radio.

Today, Garry presents the popular Black Country Radio Northern Soul Show on Sunday evenings. We spoke to him, with his golden guide dog, Dusty, to find out more about his passions and what volunteering means to him.

Garry first developed his passion for Northern Soul as a youngster in the 1960s and 70s, "I was about 16 at the time, I went to a couple of discos with friends and I didn't know any of the music, which surprised me as I was expecting to hear everything from the top 20! I wasn't sure at first, but I kept going back more and more, all of a sudden I started to latch on to the music and it just built up from there."

Northern Soul is a phrase created by writer Dave Godin in 1970, when he noticed football fans from northern England asking for old-fashioned, fast-tempo soul records in his London shop. Garry said, "It was a bit of an 'anorak' scene. You just couldn't get this type of music anywhere else in the country. The Black Country became a bit of a hot-spot for Northern Soul in the 1970s."

One of Garry's favourite soul records, is Only Sixteen by Sam Cooke, released in 1960, he said, "I love the

lyrics, it's the story of being 16 which is about the time that I got in to the music."

Garry has interviewed many Northern Soul singers, songwriters and producers on his show and is committed to bringing a quality and interesting Northern Soul Show to the radio listeners of the Black Country.

"What I do differently, I don't just play the records, I research the artist, where the artist originally came from and how they started their careers, I think it makes it interesting, which is what I like doing really."

Garry has been with his guide dog, Dusty, for just over 12 months, and she is now very much part of the family.

"As my sight deteriorated, it started to get frustrating. I met someone from Guide Dogs at a blind group in Stourbridge, and I decided to go for it."

"At Black Country Radio I also have some good friends who help me, without them it wouldn't be possible for me because I wouldn't be able to see certain things."

In 2016 Garry Edwards was also awarded with a 50 years diabetes medal - the Alan Navarro Medal - from Diabetes UK in recognition of managing his condition for 50 years. He was diagnosed with Type 1 diabetes in 1966 at the age of 14, and over the intervening years has seen dramatic changes in diabetes care. Garry said, "It is fantastic that times have changed so much that there is now more support available to people living with the condition. Diabetes has never stopped me from living my life and enjoying myself."

It was great to meet Garry, not only to learn a little more about Northern Soul, but also to see how his enthusiasm and passion brings a smile to so many people.

Garry left us with some great words of wisdom, "When you've learnt everything, you won't be here..."



HIGHLY COMMENDED AWARDS

**Highly commended
Business Supporting the
Community Award**
Candidate Source Recruitment

**Highly commended
Wellbeing Award**
Sheila Littlewood - Fun Club

**Highly commended
Healthy Communities Award**
Sylvia Warr [Active Citizen]

**Highly commended
Arts and Heritage Award**
Garry Edwards - Black Country Radio

**Highly commended
Sporting Champion Award**
Darren McDermott - Brooklands Amateur
Boxing Club



During the evening there were very
special performances from talented
musicians, The Coseley Male Voice Choir
and Bradley Stokes.



View the full image gallery:
<https://dva2017.wordpress.com/dva17-photos/>

SPECIAL THANKS TO OUR SPONSORS:





Let's talk about trustees, board diversity and succession planning

November 13-17 was Trustees' Week, an annual campaign to showcase the great work that trustees do and highlight opportunities for people from all walks of life to get involved and make a difference.

During that week, the Charity Commission released a research report on the diversity of trustee boards, stating that more needed to be done to ensure that trustee boards reflect society. Some of the findings were:

- Men outnumber women trustees on boards by two to one
- The vast majority (92%) of trustees are white, older and above average income and education
- The average age of trustees is 55-64 years; over half (51%) are retired
- 75% of trustees have household incomes above the national median
- 60% of trustees have a professional qualification; 30% have post-graduate qualifications
- 71% of trustees are recruited through an informal process
- Trustees report lacking relevant legal, digital, fundraising, marketing and campaigning skills at board level
- On average, trustees donate almost 5 hours a week to their trustee roles

On the Dudley CVS blog, Becky has shared more of the findings and has given some hints and tips for recruiting trustees which include:

1. Consider what barriers there are to people becoming trustees
2. Follow your governing document and the law
3. Make sure your trustees are ready for new trustees
4. Draw up role descriptions and person specifications
5. Develop a way people can apply to become a trustee
6. Target people and promote your vacancy
7. Consider how you will welcome and induct new trustees

Finally, the blog shares some useful resources for new and current trustees. Read the full blog here:

<https://tinyurl.com/y723qk76>

i Becky would also like to know what kinds of support, if any, trustees would like to help increase their skills and confidence in their crucial roles. To share your ideas or get some support, please comment on the blog, email Becky direct on smallgroups@dudleycv.org.uk or call 01384 573381



HELPING CHILDREN AND YOUNG PEOPLE IN DUDLEY TO THRIVE

In November, Healthwatch Dudley brought local people and organisations together to learn new ways of finding out about what helps children and young people to thrive.

The approach called participatory appraisal, involves using creative ways of researching views and experiences from a wide range of communities.

Dudley Public Health is investing in this piece of work as a big priority for Dudley Safeguarding Children's Board and Dudley Children and Young People's Alliance.

The project isn't about reporting neglect, but trying to find out how people view and understand what neglect is. Conversations and feedback captured through the research will help Dudley borough decision makers, to develop a common understanding of this important issue and help them think about how support is provided.



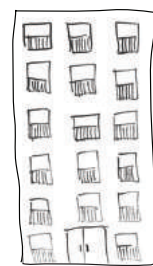
Through the project, 14 young people aged between 14 and 21 gave up their time during half term to take part in the participatory appraisal training.

Over two days, the group learnt exciting and fun ways of working with other young people to explore what it means to thrive, as well as looking at the causes and effects of neglect.

The group explored their surroundings, practiced conversation starters, created artwork and constructed their own puppet theatre, to spark important conversations that will feed into the research.

i Read more on the blog: <https://tinyurl.com/ybgcj8hk>

The following week staff and volunteers from a wide range of local organisations teamed up with health professionals and community members to repeat the training.





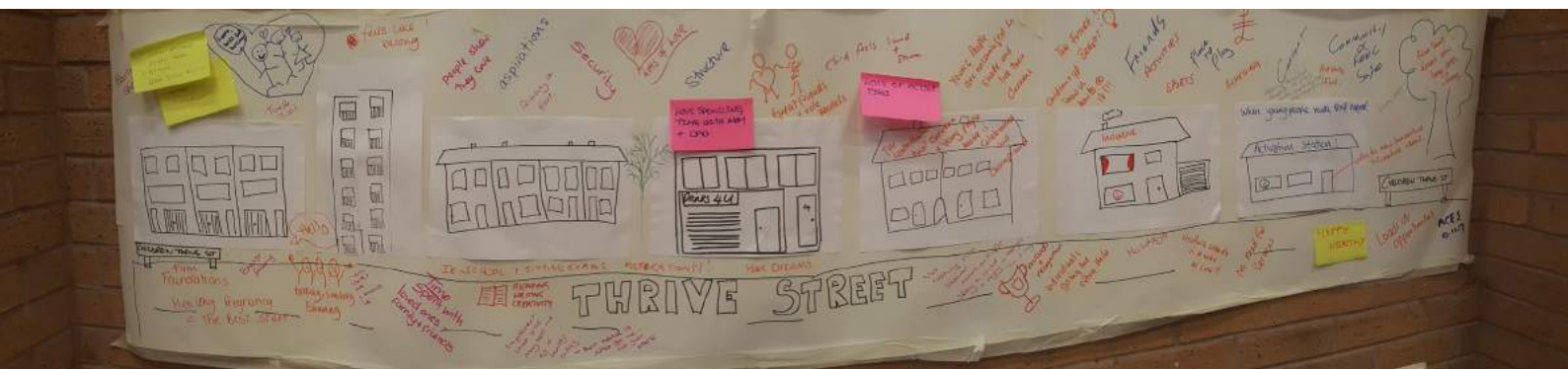
Teachers who joined these workshops have made a commitment to developing this activity in their schools to contribute towards a wider conversation about what it means to thrive in Dudley.



thrive

as a child

Helping children & young people blossom



If you would like to take part in our journey of discovery we would love you to get involved. Whether you support local families, run a youth club, belong to a community organisation, or simply want to make a difference please get in touch. Email us at thrive@healthwatchdudley.co.uk or call Healthwatch Dudley on 03000 111 001.

A simple line drawing of a market stall. It has a large, striped awning. Above the awning is a sign with the word 'MARKET' in capital letters. The stall has a central door and two display cases on either side, each containing various items like vegetables or goods.

Alternatively, group members will be out and about in Dudley market place on 15th December where they will be inviting shoppers to take part in our big conversation. Do come and join us and have your say or find out more about Thrive Dudley.

AND FINALLY....

For the third year running now Tesco's Stourbridge in partnership with Dudley CVS, the Ryemarket Shopping Centre and Peacocks are collecting presents for children who may not find a present from Santa under the tree this year.

How to nominate a child

If you work with families who live or attend school in the Stourbridge area and will struggle this Christmas you can support them by nominating them to receive an extra gift this year.

It's really simple all you need to do is:

1. send the child(rens) gender and age to Nicki Burrows at nicki@dudleycvs.org.uk
2. Nicki will return a confirmation email with a code for each child you nominate.
3. Using the unique code Nicki has allocated you then collect a gift for the child(ren) you nominated from Tesco's customer service desk the week commencing 9th December.

How can I support the toy appeal?

You can also support this brilliant scheme by nipping into Tesco's, picking a bauble off the tree with a child's gender and age on it, and buying an appropriate gift (which doesn't have to be purchased from Tesco) and dropping it off with the friendly elves who are located at Tesco's customer service desk, Crown Centre, Stourbridge, DY8 1YD.


Would you like to hear more about news and events from Dudley CVS? Why not subscribe to our e-bulletin: www.interests.me/org/dudleycvs. If you would like to share your good news stories, successful collaborations or upcoming activities, we would love to hear from you, please contact our Communications Officer at comms@dudleycvs.org.uk

This echo was brought to you by...


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Helena Norman, Communications Officer
Becky Pickin, Small Groups Development Officer
Kate Green, Integrated Plus Manager
Eileen Fielding, Volunteer Centre Development Manager
Sharon McGlynn, Carer Coordinator
Melissa Guest, Healthwatch Communications Officer



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 @dy1venue

BRIERLEY HILL CIVIC HALL:

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