Locala’s Annual Awards night took place on 7 November, which included a Volunteer’s Award to recognise the contribution that volunteers make to the organisation. This year’s event was a Bollywood Bonanza held at the Grand Banqueting Suite in Ravensthorpe and, for the first time, volunteers were very well represented. Those who attended included three of the Maple Ward befrienders, five of our breastfeeding peer supporters and one of our mentoring supporters who volunteers with our Alcohol Advice Team at Huddersfield Royal Infirmary.

The winner of the Volunteer’s Award was Jean McCulloch, a voluntary befriender on the Maple Ward at Holme Valley Memorial Hospital. Jean is one of our longest-standing volunteers; a retired nurse who volunteers every Tuesday and Thursday morning. Jean is a very committed volunteer and was nominated because of the continuous support she gives to the patients and ward team.

The event was very kindly sponsored by DELL, who paid for the volunteers’ tickets, as well as providing a champagne reception on arrival. Pictured from left to right; Heather, Jean, Uma, Michelle, Sandy, Jean, Dean, Katrina and Liz.

We would like to say thank you to all our volunteers for their generosity of time and valued contribution to our organisation and give a warm welcome to all our new volunteers who have recently joined us.

Our volunteers have the opportunity to make a real difference for our patients and service users and we really do appreciate the time they are able to give. We hope that we can give them something in return. This may be training, practical experience, a sense of belonging or purpose and the knowledge that they are helping others.

Read on to find out how volunteering is making a difference to Locala, the volunteers and our local communities.
Meet the Volunteering Team

Heidi Curry, Volunteer Services Manager
0303 330 9392
heidi.curry@locala.org.uk

Heidi’s role is to recruit and support volunteers and to work with teams to increase the number of volunteering opportunities in Locala. Heidi also liaises with charities and other third sector organisations, looking at how we can work in partnership with them to benefit our patients.

In her spare time Heidi is a voluntary youth leader at her local Methodist Church, which involves taking young people on residential weekends and regular fundraising events.

Nigel Grimshaw, Customer Engagement Manager
0303 330 9718
nigel.grimshaw@locala.org.uk

Nigel’s role - as well as leading on volunteering - is to be responsible for all aspects of customer service and community engagement for our Integrated Adults services. This includes investigating complaints, increasing community engagement and supporting volunteering. In his spare time Nigel is a Group Scout Leader in Huddersfield, which involves making sure all the Beavers, Cubs and Scouts have a fun and varied programme of activities.

Social media pages launched

In September 2014 we launched our Facebook page and our Twitter account was launched in November. The social media pages are a way of keeping everyone informed about what’s happening within Locala in relation to volunteering, whether it’s stories about our volunteers and what they’ve been doing, upcoming events, or promoting new roles available to apply for. They have weekly features including ‘Saturday’s Side Splitter’ which will hopefully make people smile and our Facebook page has been rated with five stars!

Our Facebook page is also somewhere that our volunteers can tell everyone about their experience of volunteering, including Locala employees who’ve taken part in our Employee Volunteering scheme.

www.facebook.com/LocalaVolunteering
#LocalaVolunteer
Locala Employee Volunteering Programme pilot

To encourage colleagues to be part of the community in which they live and work, Locala set up a pilot Employee Volunteering programme within the Integrated Children's Business Unit, which runs until March 2015. Colleagues can apply for up to four hours ‘Community Engagement Time’ for a registered charity – they can choose to use it towards volunteering hours they already do, or to volunteer for something different, either as an individual or as part of a team.

We recognise that people who volunteer can make a real difference to their community, in whatever way they choose to volunteer. Employee volunteering will help Locala as an organisation better understand the needs and wants of our community, as well as strengthening links with other third sector providers. Encouraging our colleagues to volunteer also links very strongly with our organisational values.

Carole Appleby, our Community Children’s Nurse Team Leader, took part in the pilot programme. Carole already volunteers for ‘Destination Florida’, a children’s charity based in the North West. They specialise in organising sunshine holidays to Florida for children between the ages of seven to 15 who have missed out on the fun and laughter of childhood due to illness.

The holidays are a week long and are meticulously organised with a full medical team of experienced doctors, nurses, physiotherapists and carers enabling the children to be given their normal medical treatment, yet still enjoying a holiday of a lifetime. Carole is part of this vital medical team.

Carole undertook home visits back in June to assess children in preparation for the holiday, which then took place from 12 to 20 September. This was the fifth trip that Carole had taken part in and she feels it is the best by far. From the very beginning the children bonded and the camaraderie was humbling to see. Regardless of age or medical condition they supported and encouraged each other to try previously undreamed of experiences including the daunting roller coasters. The smiles on the faces throughout the week, the shared experiences and newly formed lifelong friendships are just some of the reasons that Carole continues to be actively involved in this deserving charity.

Carole gives a large amount of her own time to ‘Destination Florida’ and the four hours from Locala helped to support her in this valuable charitable work.
Loca currently has just over 30 volunteers who provide breastfeeding peer support within our Baby Bistros and Baby Cafes across Kirklees, as well as a new and growing team of voluntary Meeters & Greeters* who are there to welcome parents, offer refreshments and help the running of sessions. Our peer supporters provide an invaluable service, being there for parents who need someone to talk to about feeding their baby, especially breastfeeding, as well as speaking to mums-to-be who might be considering breastfeeding.

Huddersfield Baby Café
Jenny

Mothercare Baby Bistro
Ellen, Katie, Chelsea* and Kate

Golcar Baby Bistro
Emma, Nina and Shaina

Cleckheaton Baby Bistro
Uma, Katrina, Claire and Charlotte

Colne Valley Baby Bistro
Laura

Mirfield Baby Bistro
Amanda, Esta, Michelle and Jenna*
All our volunteers have breastfed their own children and have completed Locala’s Breastfeeding Peer Supporter training. Meetings are held on a quarterly basis to share stories, updates and undertake refresher training, as well as the essential hot cuppa and cake!

If you have experience of breastfeeding and would like to support other mums, please contact our Volunteer Services Manager for details about upcoming courses and how to apply. To see when the Baby Bistro sessions run visit: www.locala.org.uk/your-healthcare/breastfeeding-support
New Partnership with Food Bank Volunteers (Holme Valley)

Back in October a partnership was formed between Locala and the Food Bank Volunteers (Holme Valley). Locala offered the use of space, free of charge, for food donations, storage and bag-packing at Holme Valley Memorial Hospital, where Locala provides healthcare services. The team of volunteers were outgrowing their previous arrangements, and needed more space somewhere in Holmfirth.

As a social enterprise, Locala is part of the local community and is keen to encourage local organisations to use the facilities. This new arrangement includes drop-off points where local people can donate non-perishable food.

Anyone wanting to help the food bank can donate at:

- **Poppies Coffee Lounge**
  - Monday to Friday: 9:30am - 2:30pm

- **Hospital main reception**
  - Monday to Friday: 8:00am and 5:00pm

Food Bank Volunteers (Holme Valley) have been operating for over a year. Liz Hodgson (Chair) said: “People think that Holme Valley is an affluent area, but there is a need for this support, which has significantly increased over the last 12 months. We were struggling for space and we are really grateful to Locala for their generous offer.”

This new partnership came about from introductions made by Jonathan Wales, from Business in the Community. Jonathan said: “Having met Locala and gained an understanding as to how they wanted to help the community, and knowing of the issues facing the food bank volunteers, I saw a great opportunity for them to work together.”

Community Membership

Membership at Locala is about helping to shape services for the benefit of the community. As a provider of community healthcare services, it is vital that we listen to the community that we serve and provide services that meet their needs. We want to develop a community membership which is actively involved in the development and future success of Locala and we need you to help us with this!

**Benefits of Membership**
- Membership is FREE
- You can get involved in our services and have your say in the way we do things by becoming a Community Member.
- You can join our Readers’ Panel giving you an opportunity to review documentation such as patient leaflets and tell us what you think
- You will be invited to attend the Annual Members’ Meeting and other Members’ events
- You will receive news updates about Locala services and developments
- You will have the right to stand for election/elect others to the Members’ Council

Anyone who is using Locala services, or who cares for someone who is, or lives in the area served by Locala and is over the age of 14 years can become a member.

To join us please call our Membership Liaison Officer on 030 3330 9802 or visit our website at www.locala.org.uk/membership
Meet one of our Patient Helper/Supporter Volunteers at Cleckheaton Health Centre

Sanya Ali has been volunteering at Cleckheaton Health Centre on Thursday mornings since early October. She is currently studying BSc Psychology at the University of Huddersfield and also works part-time at Argos.

1. What made you apply for the volunteer role at Cleckheaton Health Centre?

I wanted some work experience in a healthcare environment. After university I’m hoping to have a career within healthcare, so this volunteer role appeared ideal. There haven’t been many volunteering opportunities within Cleckheaton before and this role is allowing me to become involved with my local community, as I live up the road from the health centre. I’ve also applied to volunteer at Northorpe Hall in Mirfield and Home Start in Bradford, to allow me to gain more experience in an appropriate environment.

2. What sort of things have you been doing as part of your role?

The main part of my role is helping patients with the new Podiatry self-check-in screen. There are many elderly patients attending the Podiatry clinic at Cleckheaton who struggle to understand the concept of using the self-check-in screen.

I’ve also been directing patients and visitors around the building, which has two main entrances and two GP practices - it’s a busy health centre. Parents bring their children for immunisations and automatically go to the main reception desk, but I can intervene and direct them to the correct waiting area and assure them they don’t need to check in at reception.

I also make sure that health promotion leaflets and patient feedback slips are replenished in all the leaflet stands and ensure notice boards are neat and tidy and all information is up-to-date and correct.

3. What difference do you feel you’re making to the patients coming into the health centre?

I’m making people feel more confident and comfortable, especially those who are nervous using the self-check-in screen for the first time. A few patients have asked if I’ll be here when they next come and have said how pleased and relieved they were that I was around to help them.

I also feel I’m making a big difference to the parents arriving with their children for immunisations by directing them to the correct area and reassuring them that someone will be calling them through soon.

5. What do you feel you have gained from your volunteering so far?

Definitely my confidence. Even though I work at Argos, volunteering within the health centre is completely different. I’ve always been aware throughout university that I need to increase my confidence in approaching people, especially in preparation for my university presentations and the job interviews that will hopefully follow my graduation.

To carry out this role I need to be confident when helping people with the self-check-in screen, so my confidence is growing week by week.

6. Would you recommend volunteering to other people?

I definitely would, yes. It’s only a couple of hours per week and those few hours make such a huge difference to the patients and also to the reception team here – if I wasn’t here, they would have to leave the desk to take patients around the corner to the check-in screen, but instead they are able to simply signpost those patients straight to me.

I feel good at the end of my shift each week, knowing I have helped those patients have a better experience of the health centre that morning.
Would you like to volunteer?

Every year, over 20 million people across England and the UK volunteer, donating more than 100 million hours to their communities every week. Would you like to be part of this?

Volunteers bring fresh ideas, enthusiasm and experience, so why not volunteer with Locala, because we recognise that everyone has a skill they can share?

We recruit volunteers from all sectors of the community and hope to match you with the most appropriate opportunities to suit your needs and expectations.

Benefits

Volunteering provides you with opportunities to:

• Make a real difference for our patients and service users
• Use your skills and talents as well as develop new ones
• Build your confidence and gain work experience
• Enjoy what you do and make new friends

Volunteering provides Locala with the opportunity to:

• Value and benefit from the skills and knowledge that volunteers bring
• Interact with our local community

If you’re interested in becoming a volunteer for Locala, either:

• Visit our website at www.locala.org.uk/about-us/volunteering
• Email us at volunteering@locala.org.uk
• Call our Volunteer Services Manager on 0303 330 9392

Befrienders
Maple Ward (Holmfirth), Westmoor (Mirfield)

Parent & Child Supporters
Kirklees Active Leisure Kirklees-wide

Meeters & Greeters
Baby Cafes & Baby Bistros Kirklees-wide

Team Supporters
Jubilee Rehab, Adult Speech & Language (both Liversedge), Day Surgery (Holmfirth)

Patient Helpers/Supporters
Cleckheaton HC, Fartown HC (Huddersfield)

Social Media Supporters
many Locala services

Mentoring Supporters
Alcohol Advice Service Huddersfield Royal Infirmary, Dewsbury District Hospital

Breastfeeding Peer Supporters
Baby Cafes & Baby Bistros Kirklees-wide

Assistant Supporters
CaSH Dewsbury HC, Princess Royal HC (Hudds)