

Volunteers' Update February 2017

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Message from the editor

By now you will likely have seen the new Coeliac UK logos on your Food and Drink Directory and Crossed Grain magazine. Below you will see your new logo too and over the coming month these will be sent to your Group Officers so you can update your communications, social media accounts and other merchandise.

In addition to changes to the logo, we know this year's AGMs will bring a number of changes amongst local group committees. Please make sure all committee members have read the updated local group constitution, the new local group finance policy and the two declarations that accompany them.

As another round of elections begins we wish to extend the thanks of Coeliac UK for the hard work, time, support and friendship each and every one of you give as a Coeliac UK local group committee member. We are inspired by you. To those stepping down we wish you all the very best in your future endeavours and hope you stay linked to your local group. For those new or continuing, welcome – we're looking forward to another year of hard work, support, awareness raising and fundraising on behalf of your charity.

Happy reading, Miranda

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Summer Crossed Grain – deadline 27 February

The deadline for summer 2017 Crossed Grain is almost upon us. If you would like to have your upcoming events featured please email volunteering@coeliac.org.uk by 12pm on Monday 27 February with the:

- type of event
- date
- time
- location, including postcode.

Scotland volunteer and engagement event

When: Saturday 25 March

Where: central Edinburgh

Myles Fitt, Coeliac UK Scotland Lead, is hosting an event offering members and supporters the opportunity to learn more about how they can support members and the Charity.

The event, free to attend, will look at how you can:

- help get people diagnosed
 - increase the number of eating out venues
 - improve local health services
 - fundraise for research
 - hear from other members
 - be inspired – plus much, much more.
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To find out more or to register a place please contact Scotland Lead, Myles Fitt on 0131 220 8342 or at myles.fitt@coeliac.org.uk.

Out and about with local groups

To find out what our local groups have been up to so far this year please visit our [webpages](#).

Upcoming food fairs

- 4 March 2017 - Wirral food fair
- 25 March 2017 - Leeds food fair
- 1 April 2017 - Preston and East Lancs food fair
- 1 April 2017 - Dorchester food fair
- 22 April 2017 - Bristol food fair
- 29 April 2017 - Bournemouth & Poole food fair
- 13 May 2017 - York food fair
- 3 June 2017 - Lincolnshire food fair
- 10 June 2017 - South Wilts food fair
- 17 June 2017 - Birmingham food fair
- 16 September 2017 - Gloucestershire food fair
- 23 September 2017 - Beds and Mid Herts food fair
- 7 October 2017 - Wessex food fair
- 8 October 2017 - Cumbria food fair
- 28 October 2017 - Cardiff food fair
- 11 November 2017 - Hereford food fair
- 26 November 2017 - Bath food fair

Please visit our website for timings and addresses for [food fairs](#).



New look for our local groups

We are delighted to be able to present you with your new local group logos. The logos have been designed to complement the new Coeliac UK logos, building on the feedback we gathered last year. Four logos have been designed and each will be personalised for your local group:

- main logo
 - simplified logo for social media profile pictures, tshirts etc
 - Facebook banner image
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- Twitter banner image

We are currently developing brand guidelines for you as well as developing a webinar which all committee members will be invited to attend, to ensure you are confident with how to use the new brand, including the terminology, logos and overall look. The dates of the webinar will be issued next week.

The new personalised local group logos are being developed and will be with you by the end of March. In the meantime please continue to use the old branding, as we are doing at Coeliac UK. If you have any questions about the brand please email volunteering@coeliac.org.uk and we will do our best to reply.

The new Constitution and Finance Policy

Just a reminder that the Board of Governors ended 2016 by signing off an updated [Local Group Constitution](#) and new [Finance, Fraud and Fundraising Policy](#).

Further changes to the [Constitution](#) will take place this year in light of the Investing in Volunteering award. Please however make sure you do read this version (attached) and that all your Committee are happy with it come your 2017 AGM. If you have any questions about the Constitution please do not hesitate to get in touch.

The [Finance, Fraud and Fundraising policy](#) has been developed to provide a one stop shop for all legal financial requirements and best practice for Local Groups. In addition to moving the finance section out of the Constitution and into this document, we have also added a new fraud policy and further guidance when fundraising to ensure you are up to date and confident.

AGMs, contact forms and the Constitution

AGM season has already started with Miranda visiting the West Sussex Local Group just the other day to welcome in their new committee.

As always, this part of the year involves a fair bit of paperwork!
Please:

- complete the local group [contact information form](#)

and sign:

- the local group constitution
 - the Finance, Fraud and Fundraising policy
 - the Declaration of Eligibility form (to be signed by all signatories)
 - the [Declaration of Interest form](#) (if relevant)
-

All forms need to be signed and returned to the Volunteer Team by the end of May. Completed forms can be posted or scanned and sent by email to volunteering@coeliac.org.uk.

These forms are crucial to:

- ensure our records are up to date
- comply with our public liability insurance
- comply with charity governance
- ensure correct website access for each local group
- ensure correct training and supporting materials get to the right volunteer.

We know getting the paperwork together can be a bit onerous and we thank you in advance for your cooperation with this important process.

Investors in Volunteering

This year the Volunteering Team at Coeliac UK is undergoing the Investors in Volunteering assessment in hope of achieving their award. The assessment acts as a public commitment by the charity towards its volunteers and volunteering programme. We have our induction meeting on 21 February and we are delighted two volunteers will be joining us for this. We will keep you updated on the process.

If you would like to contribute as well please get in touch by email at volunteering@coeliac.org.uk

Data protection and membership lists

Changes are currently being developed as to how charities handle data. This will impact on how local groups process and handle non members' data as well as how members' data is managed. Full details are still being worked out but please rest assured that we will provide direct training to all of you before the end of the year. The training will ensure committee members from every local group are up to date, relevant and confident with the changes to the law.

Security aware on social media

Earlier this month the Charity's London South Local Group Facebook account was hacked. The local group found their account had been taken over by a group who changed their name, used extremely vulgar language and as well as posting inappropriate imagery.

Facebook was immediately alerted but it took five working days for the account to be closed and we've now lost that account in its entirety. If the committee wish to continue on Facebook they have to start from scratch.

Please be incredibly careful. Make sure you always logout of your account when you are leaving the site and, ideally, change your passwords. We would hate for another local group to have to go through the work and frustration that the South London committee have faced.



Awareness Week

Monday 8 - Sunday 14 May 2017

This year's Awareness Week will be all about food! We will be working with restaurants and venues to promote our catering training module and gluten free accreditation scheme as we raise awareness and enhance the eating out experience for those on a gluten free diet. We will be working with supermarkets to further the Gluten free Guarantee which marks a commitment from supermarkets on the availability of products. We will also be addressing food on the move, looking at improvements in availability, choice and affordability when travelling by plane or train, visiting sports and entertainment venues and in schools, hospitals and care homes.

Most importantly of all, we will be working with you.

As always we will be sending out packs filled with information to volunteers and our local groups with lots of ideas and supporting materials so you can educate others and speak out locally. Full information on the campaign will come out in spring Crossed Grain. In the meantime, start thinking about what you can do:

- challenge a take away venue to cater for one of your local group meetings (double up with a quiz and raise funds at the same time)
- host a lunch for members at a local catering college
- organise a stand during Awareness Week at your local supermarket
- hold a meeting with the hospital dietetic department and talk to them about how patients with coeliac disease are catered for
- host a gluten free bake sale at your child's school.

Member2Member Programme

Our Member2Member programme is a peer to peer support service available to all members. Whether someone is newly diagnosed or a long term member requiring some additional help they can access personalised support by phone or email.

Our volunteers are members of the charity, just like you, who have first hand knowledge of living gluten free. Matches are based on the member's situation and need so that they get the right support for them (either a quick phone call or more long term guidance).

Throughout the past four years our members have reported that the programme has offered invaluable support and our volunteers have commented on how much they enjoy being linked with others and knowing that by sharing their tips and experiences they can make a real difference.

We've recently made a number of improvements to the guidance and support given to our volunteers and members making it easier than ever to get involved. To take part visit our [website](#) and [apply](#) to become a supporter.

Or if you think a member of your local group would benefit from this support programme, please tell them to visit our [website](#).

New local group in Somerset

Earlier in the month the Somerset Local Group held their first committee meeting and are now laying down plans for a launch event in the summer. Bharpur and Miranda attended the meeting and really enjoyed getting to know the new volunteers. We wish them the very best this year.

Join our 2017 cheer squad!

Our challenge events see brave fundraisers take on gruelling Marathons, Half Marathons and even 100 mile cycles, all to raise funds for Coeliac UK's vital work.

In the middle of a challenge like that, it can seem a very long way to the finish line but having people cheering you on around the course is one of the best forms of motivation! We want to give as much support as we can to our amazing fundraisers.

Our first event of the year is the London Marathon on Sunday 23 April 2017 and you could be part of our cheering team and show your support for our runners; encouraging them to keep going and beat their challenge! For more information about joining us at this fantastic event, please email the Fundraising Team at fundraising@coeliac.org.uk.

Become a Young Champion Aimed at those aged 5 – 11



We know that managing a gluten free diet at a young age isn't always easy – especially outside of the home at school and extracurricular activities. We are very excited to be launching a pack to help children with coeliac disease become 'Young Champions' giving them the confidence to talk about their condition in their school or community group. Our Champions will help others will gain a better understanding of

coeliac disease and become more aware of what life is like on a gluten free diet.

The pack includes lots of information, materials and activities for children to do with their class, school, friends, family or community group. As this is aimed at children aged 5 to 11, we have tried to include a mix of activities so there is something for all ages!

To order your Young Champions pack, please visit www.coeliac.org.uk/youngchampions.

Be a Mystery Diner

Do you eat out regularly? Help us to improve our services by providing feedback on your dining experiences.

Whether eating out with your local group or with family and friends, by giving feedback on your experience you can help us improve our GF catering accreditation scheme. We are looking for feedback from people dining out at any of the following 13 venues:

- Carluccio's
- Côte
- Domino's
- Ed's Easy Diner
- Filmore and Union
- Frankie & Benny's
- Handmade Burger Co.
- Hard Rock Café
- Harrods
- Pizza Express
- Pizza Hut
- Prezzo

- Wadworth & Co Ltd Pubs (there are 45 accredited Wadworth pubs, to find your nearest one visit the Venue Guide www.coeliac.org.uk/venues)

All you need to do is complete a short survey following your visit. For more information or to take part please visit: www.coeliac.org.uk/mysterydiner.



Following on from December's update in this final installment about recruitment we look at some of the practicalities of getting a committee member on board.

So you've managed to get someone interested in the role, you've given them all the information they may need, they've come along to a meeting or two and you've offered them a trial period which they've completed successfully. What next?

You will need to get the committee member co-opted in at your next committee meeting and then inform the Volunteer Team at Coeliac UK, by providing us with the committee members details, including whether they require website access (and if so what level) and if they are a signatory. This is particularly important if they are taking on a group officer role as their details are pulled over on to the group's webpage. It also means that we can add them to the mailing list for the volunteers' update and ensure that they receive any relevant mailings that a committee member should receive.

If the committee member is carrying out any of the Group Officer roles, or a specific role such as Membership Secretary or Newsletter Editor etc. then the Volunteer Team can also send out some relevant guides to help them in their new role.

Remember that if you still need any help recruiting committee members then the Volunteer Team can still help by sending out mailings to members and adding volunteering opportunities to our webpages.



Radley's Bar and Bistro

Radley's Bar & Bistro in Hastings, East Sussex is undergoing some big changes! Not only have they recently been awarded with Coeliac UK's GF accreditation, the whole restaurant is having a facelift with renovations outside and in. Radley's was shortlisted for the 2016 FreeFrom Eating Out Awards in the Independent Restaurant category so make sure you don't miss their delectable gluten free dishes.

www.radleysbistro.com



etc.venues

etc.venues provide the perfect space for training, meeting and conferences all accompanied by an in house team of talented chefs. Mouth watering and innovative menus are provided with delegates' needs in mind, which is why etc.venues have gained GF accreditation. Now all fifteen of their venues can be enjoyed by coeliacs with peace of mind.

www.etcvenues.co.uk



We'd love to hear from you!

volunteering@coeliac.org.uk / 01494 796118

Volunteer Team

The best way to contact the Volunteer Team is by emailing volunteering@coeliac.org.uk as this email address is monitored and cleared daily whereas personal email addresses are not.

Miranda Brooks, Head of Volunteer Development

9am – 4.30pm - Tuesday, Wednesday, Friday

Telephone number: 01494 796118

Coralie Meade, Volunteers' Assistant

8.30 – 4.30pm - Wednesday to Friday

Telephone number: 01494 418361

Bharpur Gill, Volunteers' Assistant

9am – 5pm, Monday to Friday

Telephone number: 01494 796117

Isobel Ford, Volunteer Coordinator

9am – 5pm, Monday to Friday

Telephone number: 01494 796720



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