

Volunteers' Update August 2017

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Editor's message

I'm sad to say that over the coming weeks there will be a fair amount of change to the Volunteering team with both Bharpur and Coralie moving on from the charity.

Bharpur was brought in on a one year contract to help fill the gap left by Barbara Mayne. Over the past 12 months he has played a leading part in the launch of the Somerset Local Group and the creation of the local group membership surveys as well as providing on going support to all.

Coralie joined the charity two and a half years ago. During her time with us she has become a much valued member of the team, providing great efficiency, overseeing the challenging task of coordinating the new bank accounts and supporting the improvements to our Member 2 Member programme.

Bharpur's last day is on 24 August with Coralie's on 8 September. I know you join me in thanking them for all they've achieved and wishing them the very best for the future.

We shall shortly be recruiting for the Volunteers' Assistant post - please keep an eye on our website for more information.

Amongst the change the team have been focused on getting everything ready for this year's Volunteers' Conference. It's set to be a great day out and I'm

looking forward to seeing so many of you there. Our training for next year will concentrate on ensuring that all local groups are confident with the new General Data Protection Regulation which will introduce changes to the way personal data is captured and shared. We will set the scene and provide a good foundation for the GDPR at this year's conference but it means that next year we won't hold a conference, concentrating instead on direct, ongoing, online training for all. As such, we really hope you are able to join us this year. [Book now](#) to reserve your space (if you haven't already).

Happy reading,
Miranda



Key events across the UK



Volunteers' Conference, Saturday 14 October

As volunteers for Coeliac UK you make a real difference to the lives of people living gluten free - either for their own health or in support of a family member. The Volunteers' Conference is one of the ways we support you in your role and give thanks for everything you do. Your contribution is exceptional.

This year's event is packed full of learning and development opportunities. You'll be able to hear from staff, take part in our breakout sessions, share your stories and have your questions answered. More importantly, you'll be able to meet with, talk to and learn from other volunteers.

We are delighted to be returning to etc.Venues, Maple House, Birmingham (home of the 2012 Volunteers' Conference and now a Coeliac UK accredited venue). The doors will open at 9am where you can join us for breakfast before Sarah Sleet, Chief Executive, starts the day's events at 10:30am. A two course gluten free lunch will be provided to all. We aim to finish at 4:30pm.

Sponsor

We are pleased to announce that this year's conference is being sponsored by Dr

Schar. Dr Schar have been long term, dedicated supporters of the charity's volunteers. Representatives from the company are looking forward to meeting and talking to you at the event.

Samples from other companies will also be handed out.

Volunteers' Conference agenda

Please note that all talks have been developed to include a 15 minute question and answer session at the end.

10:30am – 11am

Welcome by Sarah Sleet, Chief Executive

The chance to hear directly from your Chief Executive. Sarah will provide an overview of the position of the charity in 2017 and highlight our priorities for the coming year when Coeliac UK will be celebrating its 50th Anniversary.

11am – 11:45am

Campaign overview by Lisa Bainbridge, Head of Campaigns

From the Is it coeliac disease? campaign, to the Gluten Freevolution and the Gluten free Guarantee, volunteers and staff alike have been busy raising awareness amongst the public, healthcare professionals and caterers. Alongside our campaigns we've been continuing to respond to prescription cuts. Find out from Lisa Bainbridge, Head of Campaigns, about the impact and reach of these campaigns and learn more about how you can support in 2018.

11:45am – 12:15pm

Breakout session 1

Preparing for the GDPR - 1*	Boost your online presence	Influencing the NHS
In 2018 the General Data Protection Regulation (GDPR) comes in to place, changing the ways that personal data can be held and managed.	Learn how to make the most of social media: write posts that are engaging, build your online community and raise your profile.	To help give you the information, tools and confidence to influence healthcare professionals and campaign to improve continued care of patients with coeliac disease.

12:15pm – 12:45pm

Breakout session 2

Preparing for GDPR - 2*	Presentations with punch	Myth busting
In 2018 the General Data Protection Regulation (GDPR) comes in to place, changing the ways that	Find out about how to deliver presentations with real impact. We will look at the basics of public	Whilst awareness of the gluten free diet has improved greatly in recent year there are still many

personal data can be held and managed.	speaking as well how to tailor your talk to your audience to make it relevant, engaging and inspiring.	myths going about. Make sure you've got the correct answers to the most common questions posed to the charity.
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12:45pm – 2pm

LUNCH

2pm – 2:45pm

Breakout session 3

Local group open session Have a question to ask? Is there something you'd like to talk about? We'll be hosting an open discussion session led by you. Bring your questions, your stories and your ideas!	Free from frustration A campaign workshop mapping out ways to influence and create change amongst caterers and food industry professionals. Share your ideas, swap stories and get involved with our current activities.	Making the most of your membership From Crossed Grain magazine to the monthly newsletter, Products and Offerings mailing to a list of over 6500+ venue recommendations and 800+ recipes listed make sure you are accessing all your membership benefits and hear more about what the charity is doing for you.
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* Required session for all local group officers, web administrators and membership secretaries

2:45pm – 3:30pm

Research review

Over the last decade Coeliac UK has raised over £2 million for research. Heidi Urwin, Head of Research, will talk to you about how that money is being used, why research remains so important and the work currently being done to identify our research priorities for the coming years.

3:30pm – 4:15pm

50 years of Coeliac UK

Next year marks 50 years since Coeliac UK, then known as the Coeliac Society, was first created. Hear from Helen North, Director of Fundraising, Volunteering and Communications, about what the charity and members will be doing to acknowledge our heritage and celebrate our future in 2018.

4:15pm

Thanks and close

Food for the day

Early comers will be treated to a light gluten free breakfast:

- fruit pots, natural yoghurt and fruit
- Greek yoghurt and gluten free granola pots
- selection of gluten free cereals and juices.

Lunch will be a sit down buffet meal:

- chargrilled chicken with piri piri seasoning, tossed mange tout and sundried tomatoes
- salmon supreme with gluten free pesto and potato salad
- pumpkin risotto, steamed fresh vegetables of the day
- a selection of salads at the salad bar.

Vanilla panacotta, lemon posset and fresh fruit salad for dessert.

Tea and coffee will be available throughout the day

Booking your space

We are really looking forward to seeing so many of you at the conference. If you haven't yet booked your space please do so now. Assistance with travel expenses is available to those who need it from the charity but it must be approved in advance. Please contact the [Volunteering team](#) to apply.



Upcoming food fairs and events

- 16 September, Gloucestershire food fair
- 23 September, Beds and Mid Herts food fair
- 7 October, Wessex food fair
- 8 October, Cumbria food fair
- 14 October, Coeliac UK Volunteers' Conference
- 28 October, All Wales gluten free food show (organised by Coeliac UK)
- 11 November, Hereford food fair
- 26 November, Bath and West Wilts food fair

For full details of the events please visit our [website](#).



Out and about with local groups

It's been a busy few months, particularly with Awareness Week so to find out what our local groups have been up to so far this year please visit our [webpages](#).



Somerset Local Group launch event

On Saturday 17 June, at Cossington Hall, in Bridgwater, the committee were really pleased to host the launch for the new Somerset Local Group.

In total, we had 97 people there, including new members, the committee, Coeliac UK and local producers. It was really well attended and there was great feedback.

The committee introduced themselves; with the Group Organiser giving an introduction, supported by Anika, Group Secretary. Liz, Group Treasurer was brave enough to give a talk on the things that the committee will be supporting with. Gillian from Coeliac UK gave a talk and Judith manned a local group stand, giving out leaflets and lots of useful info. The committee had also put out a 'suggestions/feedback' box which was used. Refreshments were provided by committee member Sue with family members who helped out too.

Joining us for the launch were four great local producers: Somerset Sausage Company, Mandy from Gluten-Free Gourmet, Chirpy Cottage, Martock and Gleefully; all provided lots of delicious treats and samples. Honeybuns also sent samples.

The local group held a raffle and would like to thank all those that contributed to the prizes. These included: a £20 voucher from Sainsburys, a Morrisons £20 hamper, a voucher for a meal from Knights gluten free for Fish & Chips, Glastonbury, and a £5 gift voucher from M&S. Along with these prizes, there were another five donations at the launch from Gleefully, (bread, flour and pastry) a fruit basket and other goodies.

As you can see below from the picture, it was a great day with really good attendance. And to top it all, they made a profit! So, thank you to all, the committee, the family members who volunteered to help, the producers, the

supermarkets who donated items to the raffle and above all to all those who came.



What you need to know



DPA law changes

Next year sees the implementation of the General Data Protection Regulation (GDPR). GDPR will create a new legal framework, replacing the current Data Protection Act. It will change the way that businesses and charities, including local groups, can collect, store, use, handle and transfer data.

GDPR expands the definition of personal and sensitive data. It also incorporates changes to data handling caused by technological advancements. What's more it includes a new accountability requirement. The new regulation comes into place in May 2018 and the Volunteering team will be focused over the next nine months on supporting you as we prepare for this change.

We will be keeping you up to date as things develop, in the meantime if you have any questions please do not hesitate to get in touch.



Local group update

We are delighted to announce that next month we will be hosting a re-launch event to get the **Thames South East Local Group** back on its feet. Tom Young has been leading the local group for many years under increasingly challenging circumstances. He has now handed over his role and we will be using the event to engage with

members, update them on the work of the charity and recruit volunteers.

We have recently started a discussion with members over establishing a new **Fife Local Group** in Scotland. A survey has been sent out asking members' views and we will be collating the results and agreeing next steps shortly.

Our congratulations to the **Preston Local Group** who have successfully recruited new committee members at their recent AGM. Anna Reid-Strang, Group Organiser, played a fantastic role getting the local group up and running but balancing her role as a committee members alongside her family commitments, work and study has proven increasingly challenging. She will now be looking to handover to new recruits, ensuring a strong foundation for the local group moving ahead.

After many years of service leading the **North Staffordshire Local Group**, Geoff Chapman will be stepping down from the role as Group Organiser. For a number of reasons the local group hasn't been as active as the committee would have liked for the past 18 months. Coeliac UK will now be linking with them to directly assist with the recruitment of a new committee and get the local group back to full strength.

Next month we will start exploring setting up a new local group in **Scarborough**. The previous Scarborough and Ryedale Local Group closed in 2014. We will be looking at the area and speaking to members about what support they would like to see.



Host a hospital trolley dash

The aim of the trolley dash is to raise awareness of coeliac disease and gluten free living amongst hospital staff. This is done by walking around a hospital and speaking to staff in all the different wards about coeliac disease and educating them through information leaflets, quizzes and gluten free cake!

The Wessex Local Group have been running this activity over the last two years and commented on the difference in knowledge in just one year at Winchester Hospital. Last year the local group did not find many staff who understood the dietary needs of patients with coeliac disease, with many just advising that they had different menu choices. This year 75% of the staff spoken to not only understood but also were alert that patients' visitors could inadvertently bring in

food which was not suitable.

Obviously a lot of work has been undertaken at Winchester and they are to be congratulated. Can you carry on their efforts and take up the challenge?

To order your Trolley Dash pack please email campaigns@coeliac.org.uk



Investors in Volunteering

This year the Volunteering team applied for the Investors in Volunteers Award, developed by the National Council for Voluntary Organisations. The award is the UK quality standard for good practice in volunteer management, assessing the quality of our volunteer management, improving the effectiveness of our work with volunteers and enhancing the charity's reputation. Most important of all, achieving the standard shows you, our volunteer, how much you are valued.

The Volunteering team have submitted the initial self-assessment and are now working through the Development plan which we hope to complete by the end of September. Part of the process will also involve interviews (over the phone or in person) with our volunteers by our assessor, Heather Allen. Your contribution to the process is incredible valuable. If you do not wish to be contacted please email volunteering@coeliac.org.uk



Merchandise

If you are looking to order any type of merchandise for your local group – pop ups, t shirts, business cards or leaflets please email volunteering@coeliac.org.uk. We can help you to make sure the design is on brand and on message.



Top tips for taking photos

As part of the new brand and redesign of many of our volunteering tools and leaflets we need your photos! Wherever possible we want to be showing our actual volunteers – rather than using stock photos. Please send through any good quality photos to the team.

Photography is a real art – as any professional photographer will tell you. Here are some tips for taking photos at your events:

1. **Keep the shot simple and uncluttered** – this can work best by choosing one subject as the star of the shot and keep the background to a minimum.
2. **Make group shots active** – avoid shots of groups of people standing together awkwardly. Rather have them doing something natural. If possible, have no more than 4-5 people in a shot.
3. **Make sure your subject fills the frame** – try to keep the camera steady and get as close as possible rather than using the zoom as this can reduce the quality of the photo. You can always crop the photo later if needs be.
4. **Change the aspect** – some shots will improve if you change the aspect from horizontal to vertical. Experiment for the best outcome.
5. **Things to avoid** – avoid having busy crowds as the main subject of the photo or having your main subject with their back to the lens
6. **Don't take candid shots** – For our merchandise it's important we have volunteers looking at the lens, smiling. Please avoid candid photos especially of people talking or eating. In a world of selfies, people are more comfortable than ever posing for a photo!





Morrisons

Morrisons, renowned for their excellent range of ambient, chilled and frozen free from products have decided to trial a unique concept in two of their stores – Guiseley, near Bradford, Yorkshire and Giffnock, near Glasgow. They have introduced a new GF accredited Free From counter in their “Market street” offering freshly made wraps, rolls, salads and fresh pizzas topped to order. The counter provides some great food on the go options as well as takeaway favourites. Fingers crossed the concept will be rolled out at other stores soon.

Visit the [Morrisons website](#) to view their current gluten free range online.



Dinnergise

Dinnergise, a high-end corporate catering company, creates healthy options and meals that are free from gluten. The menu is composed of seasonal dishes providing deliciously healthy food. They are proud to become GF accredited and provide those with coeliac disease or wishing to follow a gluten free diet hassle-free office eating.

www.dinnergise.com



The Willow

The Willow in Kingston-upon-Thames isn't just a regular bar and restaurant. Their dining experience has been crafted with nutritional expertise to provide nutritious and delicious food and drink which appeals to even the most health conscious of customers. Dishes have been created to reflect specific dietary needs and the menu is entirely gluten free.

www.yourwillow.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
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