



Message from the Editor

I hope that this finds you all well. The UK has been celebrating Volunteers Week, highlighting the fantastic contribution volunteers make and the great value they bring to charities across the country. To those newly elected at their AGM we extend a warm welcome. We hope that you find volunteering for Coeliac UK rewarding and fun. To those who have been with us for longer we send real thanks for your ongoing commitment, support and friendship to those living locally.

Volunteers Week also gave us the opportunity to reflect on your role and common purpose as volunteers for Coeliac UK. With this in mind we've dedicated a number of articles to the roles and running of the Committee. We hope these prove useful as you welcome new committee members and start laying down your plans for the coming year.

Don't forget to also look at the 'Out and about with the Local Groups' section where you can see what other Local Groups have been doing to engage Members. At Coeliac UK we are also busy planning our AGM which we hope to see many of you at, and I've been laying down plans for a number of regional Volunteering Conferences, more information on both below.

Finally, I'd like to extend my thanks to Sue for the fantastic support, energy and experience she brought to the Charity during her time as Head of Volunteering maternity cover. I know she really enjoyed getting to work alongside so many of you. For my part it is a real pleasure to be back and I look forward to hearing more from you and supporting you as we strive to improve the lives of people with coeliac disease and dermatitis herpetiformis (DH).

Happy reading, Miranda

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Events

Coeliac UK AGM – I'll be there, hope to see you there too!



When? Saturday 2 July

Where? **Bath Racecourse**, Lansdown, Bath, BA1 9BU

As you know from your own events the AGM gives you a chance to hear what your Charity has been up to and to vote on how our resources and expertise are used looking ahead. You can also pose your questions directly to staff and the Board of Governors, talk to other Members and attend a range of talks by specialist speakers.

Alongside the more formal programme and with the support of our wonderful Local Groups, led by Ian Severn (Berkshire Local Group Organiser), a gluten-free food fair is being organised that will run throughout the day.

I'll be there for the day and hope to see as many of you as possible!

The Allergy & Free From Show London 2016
Sponsored by Udi's Gluten Free



the **allergy**
+
free from
show

With just under a month to go, final preparations are underway for this year's Allergy & Free From Show. We hope to see you there!

8-10 July 2016 + Olympia, London

Sponsored by



Now in its seventh year, this year's show is even bigger and better than before. This three day Free From extravaganza is taking place from Friday 8 to Sunday 10 July at London Olympia's Grand Hall.

We are thrilled to be part of the show once again and hope you are able to join us. The show offers you the chance to try and buy a wide range of gluten-free foods, chat to gluten-free manufacturers, attend a range of talks on a variety of subjects including coeliac disease and the gluten-free diet and meet the Coeliac UK team at stand A447.

The show is a great day out for the whole family and we're offering free tickets. To claim yours, visit www.allergyshow.co.uk/go/cuk-ldn-eXG.

Please come along to one of Coeliac UK's presentations to find out more about coeliac disease and the gluten-free diet:

Friday 8 July - New developments in coeliac disease and the gluten-free diet, Ruth Passmore, Health Policy Officer

Saturday 9 July - Is it coeliac disease?, Maria Tzanetou, Dietitian

Sunday 10 July - Myth busting the gluten-free diet, Nicola Crawford-Taylor, Dietitian

Volunteers' Conferences 2016

2016 will host five training and networking events for Local Group Committee Members.

Where:

York, Bar Convent, Saturday 10 September

Birmingham, Priory Rooms, Saturday 22 October

Reading, Reading University, Sunday 20 November.

Scotland – date and venue to be confirmed shortly

Cardiff – date and venue to be confirmed shortly.

Timings: each event will run from 10am – 4pm

A simple lunch will be provided along with a number of tea and coffee breaks.

Agenda:

All events will follow the same agenda.

The morning will focus on updates from Coeliac UK, letting you know what we are working on with lots of opportunity for you to give your feedback, make recommendations and ask questions.

In the afternoon attention will turn to the revised Local Group Constitution, new finance policy

and bank account making sure that you are confident with the changes being introduced and what you need to do. We will also hold an information sharing session where you can hear from other Committee Members about what they are doing to engage Members, ask questions and learn from each other.

We have done our best to ensure the Volunteers' Conferences don't clash with other Local Group meetings or food fairs in the area.

Committee Members can attend any of the Conferences so please make sure you specify which you will attend on the booking form.

We hope to see you there!

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

- 18 June 2016 - Lincolnshire food fair
- 2 July 2016 – Coeliac UK Annual Conference and food fair
- 10 September 2016 - South East Hants food fair
- 8 October 2016 - Penrith food fair
- 15 October 2016 - Hereford food fair
- 15 October 2016 - Peterborough food fair
- 22 October 2016 - West Sussex food fair
- 19 November 2016 - Bath and West Wilts food fair
- 26 November 2016 - Calderdale and Huddersfield food fair
- 26 November 2016 - Belfast food fair

Please visit our website for timings and addresses for 2016 [food fairs](#).



Events on Local Group webpages

Please remember that only events organised and run by the Local Group can be listed on your Local Group events page. Any other events, for example those organised by manufacturers that you are attending, need to be listed as news items.

Any events listed that aren't being run by you will be automatically removed so please make sure your efforts aren't wasted. If you aren't sure where to list an item, please do get in touch

and we'd be more than happy to help.

Crossed Grain deadline

If you would like your Local Group event to be listed in the autumn edition of Crossed Grain please make sure you send through the following information to volunteering@coeliac.org.uk by 19 August:

Date of event

Type of event

Timing

Location including postcode.

We will only list events where we have full information.

Committee Member returns form and Declaration of Interest Form

This is just a reminder to please provide your updated Committee Member details, if you haven't already, by completing the [contact information form](#) and returning it to either Barbara or Coralie. Please note that the Declaration of Interest Form only needs completing by Committee Members if they have a potential conflict of interest.

More opportunities to make a difference

Isobel Ford, Volunteer Coordinator, has been very busy developing two new volunteering opportunities for Members; the Food Campaigner role and the Health Campaigner role. Both provide individuals with the opportunity to raise awareness, influence change and promote coeliac disease and the gluten-free diet with the aim of improving life for people with coeliac disease.

Our Health Campaigners will be involved in activities such as joining patient feedback sessions and liaising with dentists and pharmacists to raise awareness of the condition and improve diagnosis rates. Our Food Campaigners will encourage caterers to complete the Coeliac UK online catering training course, ask restaurants to improve the selection of gluten-free foods being served and work with manufacturers to ensure the Gluten-free Guarantee is achieved in all stores regardless of size or location.

Both roles include a range of actions throughout the year that you can pick and choose from, depending on what you can do and have time for. All are designed to be low effort, high impact ensuring no matter what age you are or time you have, you can make a real difference.

Volunteers will be given a campaign pack to help them plus regular updates and guidance from Isobel.

If you would like to get involved in either (or both) please email Campaigns@coeliac.org.uk

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

Barbara Mayne, Volunteers' Assistant
8am – 4pm - Monday, Tuesday, Thursday
Telephone number: 01494 796117

Coralie Meade, Volunteers' Assistant
8.30 – 4.30pm - Wednesday to Friday
Telephone number: 01494 418361

Isobel Ford, Volunteer Coordinator
9am – 5pm, Monday to Friday
Telephone number: 01494 796720

Local Group Governance



Building a strong Committee

We wish all new Committee Members a very warm welcome to Coeliac UK. You will soon learn, if you haven't already, that volunteering with the Charity provides a real opportunity to support and make a difference for those with coeliac disease, meet new people and make new friends. Don't forget that no matter what role you do we are here to support you so please do get in touch if you have any queries or questions.

Whether you have been volunteering with the Charity for ten days or ten years, the AGM provides the opportunity to review your role and purpose ensuring a strong foundation as you start to plan your activities and events for the coming twelve months.

Role of the Local Group

The role of the Local Group is to offer support and assist those actively seeking medical diagnosis or have been medically diagnosed with coeliac disease and DH in the local area. This includes their families or carers, regardless of ability, age, culture, race, religion or social status.

This is to be done by:

- contacting new Members within one month of them joining the Charity
- holding at least three events for Members over the year
- sending out three newsletters to Members over the year

- keeping your Local Group webpage up to date.

Working with your Committee

Members of the Committee are a team, with each person actively involved in the working of the Local Group. Honouring and respecting everybody's place and role allows for a strong, effective Committee and from it a well run Local Group.

That said, creating an effective Committee doesn't just happen overnight. With this in mind it is important to get together as soon as possible, whether you are a completely new Committee or an established Committee welcoming a new volunteer to the team.

Best practice: the work of the Committee

The Committee is responsible for:

1. Making sure the Local Group is run in line with Coeliac UK's vision, the Coeliac UK Local Group Constitution, Coeliac UK policies and the law
2. Making sure all Committee Members agree and understand the goal of the Local Group, that they are reviewed each year and Committee Members feel able to feed their thoughts into such
3. Allocating clear roles and responsibilities for each Committee Member so that workload is shared amongst the Committee
4. Ensuring all Committee Members feel able to have their say at meetings and have input into the Local Group's activities
5. Communicating and coordinating the Local Group activities and news
6. Meeting regularly and ensuring all meetings are minuted, minutes are circulated and that everyone is informed in good time of the future dates and venues of all meetings and events
7. Managing the Local Group finances, ensuring the Local Group operates within its means and in line with the financial responsibilities laid out in the Local Group Constitution and Finances chapters
8. Ensuring a safe, welcoming environment for the Committee to meet where all Committee Members feel able to play an active role, feed in their thoughts and make a true contribution to the Local Group's activities
9. Debriefing new Committee Members on the workings and aims of the Local Group
10. Rotating roles and encouraging new people to take on Committee roles and develop within the Committee.

Although all Committee Members share responsibility for the running of the Local Group and should have clear roles, that does not mean that everybody should be doing everything. It is important that tasks are split up between all, with everyone reporting back. Strong communication, working together and joint responsibility are key.

Finally, a reminder that as per the Local Group Constitution and Volunteers' Handbook, Committees must meet at least twice a year and decisions can only be made if the meeting is quorate and has the support of the majority.

Planning your events

As stated above Committees must organise at least three events a year for their Members. When planning your events keep in mind what makes your Local Group different from all other health and social groups, your knowledge and experience of having coeliac disease, and use that to keep your activities focused and attractive to Members.

Gluten-free cookery demonstrations - you don't need me to tell you that cooking with gluten-free ingredients can be a bit tricky to start with, so have one of the professionals (or a talented Committee Member) come and show Members how to make (and sample) a selection of recipes. Provide a list of what will be made in advance to help whet the appetite.

A meal out somewhere new - meals out with the Local Group are a great opportunity to meet up with friends and enjoy an evening without having to be 'the difficult one'. With more and more restaurants offering gluten-free, to keep Members engaged it's important you also offer the chance to try somewhere they'll never have been before. Members will build confidence eating out, caterers will build confidence cooking gluten-free dishes and you'll also ensure you cover more of your area welcoming those who may not have been able to get to other events.

Coffee morning with local dietitian - invite a local dietitian or pharmacist to your next coffee morning where they can take questions and talk about the local support given to help people manage their condition.

Organise a tasting - this is a fantastic way to let Members, especially new Members, sample gluten-free products and find out what they like without breaking the bank or wasting food. Contact manufacturers and supermarkets for samples, get Committee Members to bake bread and cook up pasta and let Members just sample all that's on offer. Don't forget to let them know where you can get them.

There's so much available these days it shouldn't be hard to get five or more different samples of bread, crackers and pasta for all to taste.

Link with your supermarket - we've seen a number of supermarkets link up with their Local Group for some very popular Member meetings. Large supermarkets have their own meeting rooms where you can host the event, ask the Store Manager to put out a range of foods so people can see what's available and ask them give a talk about the gluten-free foods they sell, how products are chosen and what you can do if you want to see a different product listed.

People are busy and there are so many things going on you have to focus on what makes you different to get people through the door. Make sure you keep the focus on coeliac disease, DH and gluten-free living when you plan your events.

Finance update

We send our sincere apologies for the ongoing delays in regard to transferring from CAF to a new bank account. We had really hoped this would be settled prior to AGMs taking place to minimise workload around changing bank signatories and financial returns. Unfortunately this hasn't been possible but we are continuing to push things forward as quickly as we can and we

will be in touch with Group Officers as soon as we hear more.

In the meantime, all Local Groups should now have received their letter for half year Financial Returns from the Finance Team. Please complete and return by the deadline stated. If you haven't had your letter or are having any problems with the forms please do not hesitate to contact the Finance Team:

- Shane Stewart, Finance Manager 01494 418 362 / shane.stewart@coeliac.org.uk
- Barbara Barszcz, Accounts Assistant 01494 796 116 / Barbara.barszcz@coeliac.org.uk

Local Voluntary Support Group Constitution update

Alongside a new financial set up and guiding policy for the Local Groups we are also reviewing the Local Group Constitution. The review will focus on providing a simplified Constitution focused on providing support and offering flexibility. All Committee Members will be asked to read and feedback into the Local Group Constitution before it is sent to the Board of Governors for final approval. Keep an eye on your email inbox for more information soon.



Research Conference



This year's Research Conference, which took place in March at the Royal College of Physicians, was our most popular and oversubscribed ever.

The Conference allows us to engage with researchers and healthcare professionals and talk about coeliac disease and the latest developments in the field. Thanks to our brilliant array of speakers, a huge range of topics were covered from current controversies and advances, to a focus on research

looking at diagnosis and a management of coeliac disease. Why not watch our videos and interviews from the day to find out more? For the full day's programme and links to all videos [visit our Research pages](#) – please note you will only be able to watch the videos if you are logged in as a Member.



Contact the team

We'd love to hear from you!

volunteering@coeliac.org.uk / 01494 796118