



Volunteers' Update

October 2016

Message from the Editor

Dear all,

We have had a fabulous time in York and Edinburgh meeting with Committee Members and talking to them about some of the key challenges facing the Local Groups and how we can approach them. We've had some fantastic conversations which we hope to continue at our upcoming events in Birmingham, Reading and Shrewsbury. Thank you to all for giving up your weekend to meet with us. A full write up of all events including links to the presentations will be given in the next edition of the Volunteers' Update.

Local Groups have also been busy with their own events – check out our Out and About section to see what has been happening. Where possible we have also been more active in promoting our Local Groups on Facebook and Twitter. Please do support us with this by sending through pictures from your meetings and events. This is also a great time to start talking within your Committee about events for 2017. To help you we've put together some seasonal event suggestions.

Please remember that Local Groups are required to change locations for events over the year to ensure you cover the whole area under your remit so that those living further out aren't excluded. So do bear this in mind when looking for venues for your events next year. If, as a Committee, you feel as though you are covering too large an area please get in touch with the Volunteer Team and we can look at this together.

As ever, if you have any other questions or concerns don't hesitate to get in touch by emailing volunteering@coeliac.org.uk

Happy reading!

Miranda

In this edition:

- [Events](#)
- [Reminders](#)
- [Local Group Governance](#)
- [News from Coeliac UK](#)
- [Contact](#)



Events

The Allergy & Free From Show North 2016

Attend for FREE, with Coeliac UK



Bringing you more 'Free From' features than ever before, why not join us at the Allergy & Free From Show North, sponsored by Schar, on Saturday 5 and Sunday 6 November at the Liverpool Exhibition Centre.

The show is a great day out for the whole family and offers you the chance to try and buy a wide range of Free From foods, chat to Free From manufacturers and attend a range of talks on a variety of subjects. Our staff will be on hand at the show, on stand D32, to answer any questions you may have about

your Membership, coeliac disease, and the gluten-free diet.

We would love to see as many of our Members there as possible so it would be fantastic if you could share the date with your group members as well as family and friends.

Coeliac UK has teamed up with the Allergy & Free From Show to give you unlimited free tickets to this year's event. Download free tickets for you, your friends and family at www.allergyshow.co.uk/go/CUKvolunteer

Regional Volunteers' Conferences

We have thoroughly enjoyed meeting with Committee Members in York and Edinburgh

recently as part of the Charity's regional Volunteer Conferences. Thank you to all those who came along to support the events.

In Edinburgh alone we had over 250 years of gluten-free experience in the room ensuring fantastic knowledge and experience sharing. We thoroughly enjoyed hearing and learning from all of you and are very grateful for all the positive and kind comments that have come in since the events.

Over the coming weeks we will be meeting with more of our dedicated Committee Members in Birmingham, Shrewsbury and Reading. If you have yet to book your place please do so immediately. For those unable to attend the events a full write up from all Conferences along with links to the presentations will be included in the December Volunteers' Update.

Where:

Birmingham - Priory Rooms, Saturday 22 October

Reading - Reading University, Sunday 20 November

Shrewsbury - Shrewsbury Museum and Art Gallery, Saturday 26 November

Each event will run from 10am-4pm and a simple lunch will be provided along with a number of tea and coffee breaks.

Diary update – Volunteers' Conference 2017

After a food fair clash we have had to move the Volunteers' Conference for 2017 by one week. It is now scheduled for Saturday 14 October 2017 in Birmingham.

The venue will be booked at the end of October – if you have any problems with this date please let us know immediately. We try our hardest to ensure that the Conference doesn't clash with Local Group events to ensure that everyone who wishes to attend can do so.

We will confirm the venue for 2017 with all at the start of November.

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

- 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 [food fairs](#).

2017 food fairs and Coeliac UK events

Dates are already being booked up for food fairs next year (see below):

- 4 March 2017 - Wirral food fair
- 25 March 2017 - Leeds food fair
- 1 April 2017 - Dorchester food fair
- 10 June 2017 - South Wiltshire food fair
- 17 June 2017 - Birmingham food fair
- 23 September 2017 - Beds and Mid Herts food fair
- 7 October 2017 - Wessex food fair

To ensure no clashes between Local Groups please note the following dates have already been taken:

- 24 June 2017 – Coeliac UK AGM
- 14 October 2017 - Volunteers' Conference, Birmingham



Reminders

Awareness Week 2017

Put 8-14 May 2017 in your diaries, because that's when we'll be making some noise for our annual Awareness Week. After two successful years looking at diagnosis, next year we'll be focusing on gluten-free food.

You've told us that there needs to be real improvements in availability, choice and affordability, particularly when trying to find a meal when travelling by train or plane, and when visiting sports and entertainment venues or hospitals.

We will also be pressing for better access to gluten-free food on the go, where we will be focusing on convenience stores, cafés and take-away restaurants, as well as continuing to sign restaurants up to the Coeliac UK GF Accreditation Scheme. Please keep an eye out for more information in early 2017.

We are also of course, keeping up the fight for gluten-free prescribing as an essential NHS support for people diagnosed with coeliac disease and working to increase gluten-

free provision is shops through our Gluten-free Guarantee campaign.

Crossed Grain 2017

The deadline for spring 2017 Crossed Grain will be with us before we know it. If you would like to have your upcoming events featured please email volunteering@coeliac.org.uk with the:

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

by Friday 18 November.

Please note that the spring edition of Crossed Grain will be sent to Members at the beginning of February so we can only include events from 14 February onwards.

Update on our new volunteering opportunities

Health and Food Campaigners

We have now reached 56 Health Campaigners and nearly 100 Food Campaigners! Our Health Campaigners are giving their time to raise awareness of the condition and focused around ensuring post diagnosis support is received. Our Food Campaigners are campaigning to improve gluten-free food choice and availability at restaurants, cafes, supermarkets, hospitals, schools and other establishments.

For both roles, campaign packs with information and activities are given to all volunteers and Izzy is available to support you. The campaigners are located across the UK and may be Members of your Local Groups. We encourage all campaigners to make contact with their Local Group to introduce themselves and there may be opportunities to campaign together.

If you are interested in signing up as a [Health Campaigner](#) or [Food Campaigner](#), please visit our webpages and sign up. It would be fantastic to have you involved!

Campaigning activity - Hold an awareness raising stall at the National Blood Service

Anaemia is a good indicator of coeliac disease with up to 50% of patients having iron deficiency anaemia at the time of diagnosis. Raising awareness at the NHS Blood Donation service offers a unique opportunity to identify patients that are anaemic and therefore may be at risk of coeliac disease as everyone's blood is tested for iron levels before being cleared for a donation.

Get in touch with your local National Blood Service and ask to hold an awareness raising stall or do some leafleting there. The focus will be to ask those donors who can't give

blood because they are anaemic if they have been tested for coeliac disease before and, if not, provide them with a leaflet giving further information about symptoms and how to get tested. This is a great impactful activity you can do as a Local Group to help find the half a million undiagnosed.

Firstly make contact with [your local National Blood Service Centre](#), and confirm a date and time to hold the stand or do some leafleting. Then get in [contact with us](#) and we will give you everything you need such as leaflets and posters! If you need any help at all, please email Izzy at campaigns@coeliac.org.uk.

Postcode review

Postcode boundaries are set by Local Group Committees. We want to make sure that the postcodes assigned to your Local Group accurately reflect the area you cover; the Members you engage with and the areas you hold events in.

Please take some time before the end of the year to review your current postcode boundaries and to discuss with your Committee. If you feel that your area is not being properly reflected, either having to cover too large an area or having Members engaging with your Local Group who are travelling from outside your remit, then please let us know.

Any changes you be sent through to volunteering@coeliac.org.uk

Volunteer Team

Introducing Bharpur

"Hi, my name is Bharpur and I have joined the Volunteering Team as the new Volunteers' Assistant taking over from Barbara Mayne. I've heard that I have very big shoes to fill so I will do my best. I was really pleased to meet some of you at the Hull and East Riding awareness day on Saturday 24 September. I have been really impressed with your amazing enthusiasm, dedication to volunteering and all the work you have done so far and look forward to meeting and working with the rest of you in the future." **Bharpur Gill, Volunteers Assistant.**

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

Local Group Governance



Part one - Recruiting volunteers

Over the next year we're going to write a series of articles to give you some guidance on recruiting volunteers so in this update we're starting with the basics to give you some tips and ideas and in the next Volunteers' Update we'll cover part two of the recruitment process.

It can be very hard to recruit volunteers, especially to the Group Officer roles so as a starting point think about the volunteers that are already in your Committee or who help out with the Local Group already and what skills and experience they may have and if they may be suitable to carry out a different role.

Other things to think about when recruiting volunteers are:

- **Be clear**
The purpose of the role should be clearly defined and easy to understand, so it appeals to a wide range of people. Be clear with what you are asking people to do and what you expect from them – for example, how much time they would have to give up and how regularly. Being honest and upfront will reduce the amount of potential drop outs.
- **Be persuasive**
Think about why this opportunity may be interesting to someone, why should they get involved and what they would get out of the experience and use this in your messaging. One reason why people may want to volunteer is it provides an opportunity to give something back to their community.
- **Be prepared**
Identify key dates for induction and training in advance so potential volunteers

can make plans and you don't lose their interest.

- **Be creative**

Use a variety of different channels to attract your volunteers to ensure you get a diverse range of people. Think about your different audiences and their needs and why this may encourage them to get involved.

- **Know your volunteers**

Find out more about your volunteers backgrounds; they might have additional experience, skills and connections that they might be willing to use to help your work.

Seven top tips to try and recruit volunteers:

1. **Just Ask.** People liked being asked to volunteer. Announce why and when your Local Group needs volunteer help, but personally invite individuals who you think would be great and highlight why they would be ideal to volunteer.
2. **Team.** Work with your Committee or other volunteers to create a list of individuals you feel work best for you, and then ask them to volunteer. Ask them what they enjoy doing.
3. **Lifetime volunteers.** Create a relationship with new and old volunteers that will make them want to come back. When managing volunteers, treat them as if they are an employee of your Local Group. Manage them with respect, provide feedback and empower them to have a rewarding experience.
4. **No is not never.** Start recruiting volunteers as early as possible. If you ask an individual to volunteer and they say no, don't take that as a rejection. Their schedule may not permit or they may feel that it is not a position they'll enjoy. Continue your contact and awareness raising- Your volunteers will sign on at different phases of their yearly schedule and their life circumstances.
5. **Leave seats empty.** It is important for Local Groups to screen volunteers to make sure that they are the "right fit" for the job. Sometimes a volunteer spot is better left empty than filled with a person who is just there to fill the spot.
6. **People driven.** Recruit individuals who want to be a part of your Local Group and not just be on the Committee and then not turn up to events etc.
7. **Position title.** Individuals are looking at the volunteer role as if it was an employment opportunity. Provide as much detail as possible so the volunteer knows what they are signing up for. Even "retirees" like to be recognized with a named role as they often bring substantial career experience through their work for you.

Where to advertise for your volunteers?

So how does your Local Group begin to find the right volunteers? Networking in your community with organisations whose members volunteer in groups or individually is worthwhile, but also using online networking and volunteer websites.

Here are some examples:

- [The National Council of Nonprofits](#) provides resources for any organisation with their [volunteer tools and resource center](#).
- [VolunteerMatch](#) allows organisations to post needed volunteer positions and allows volunteers to search for events in their area.
- [VolunteerHub](#) is software that helps organisations recruit and manage many volunteers.
- [LinkedIn](#) and social media are both amazing tools to recruit volunteers. LinkedIn allows organisations to post volunteer descriptions and accept resumes from interested candidates.

And remember to spread the word of needing volunteers through various social media outlets with tweets, a Facebook event for volunteering, news of volunteer recognition, and more.

The Volunteering Team can also help by sending out mailings to Members and adding volunteering opportunities to our webpages.

Other organisations that can help if you're struggling to recruit volunteers are:

- [Volunteer Centre Finder](#)
- [Do-it](#)
- [Timebank](#)
- [ivo](#) - post vacancies and search through available volunteers
- [Reach](#) - find skilled volunteers
- [Volunteering Matters](#)

Keeping your Membership lists up to date

In line with Data Protection policy, if a Member asks to be removed from your Local Group listing you must inform Coeliac UK. We can then remove them from your all Member list, ensuring their wishes are respected and your lists remain up to date and relevant.

There are two ways to remove those Members who have opted out of Local Group communications:

1. complete the form found in the Members list area of the website (for updating five or less records)
2. return a full list of Members to volunteering@coeliac.org.uk, formatted in the same style as your Local Group Membership list.

Please help us to ensure your Local Group Membership list is fit for purpose. If you have any questions do not hesitate to get in touch by emailing volunteering@coeliac.org.uk

Calendar of events

As the supermarket shelves start to fill with advent calendars, Christmas cards and super sized boxes of treats our thoughts inevitably turn towards the end of the year. Before the hustle and bustle of the festive season really gets underway, October offers a fantastic opportunity to start planning your events for 2017. To get the ball rolling here are a few ideas we hope will inspire you:

- January - Burns night, Wednesday 25 January. Enjoy a gluten-free meal at a local pub with fellow Members and raise a dram of whiskey to Robbie Burns to keep your warm in the winter months
- February – see in the Chinese year of the Chicken with a Chinese take away or meal at a local Chinese restaurant. Next year's Awareness Week is focused on eating out, so get started early by speaking to restaurants and take away outlets near you about catering for the gluten-free diet. Not only will you raise awareness but you may also open up a new venue for Members to visit
- April – celebrate the end of lent with a gluten-free afternoon tea or children's Easter party
- May – bring Members together to support Awareness Week
- June – whilst we know there are a fantastic selection of food fairs across the country there are still some areas without anything local. To ensure Members don't miss out, organise a coach time to the Coeliac UK Food Fair and Annual Conference. Spend the day meeting with manufacturers and staff, learn about what your Charity is doing for you and fill your shopping bags (and stomachs) with gluten-free treats
- July – make the most of the summer months with a walk and fish and chip supper. You could invite a representative from the National Osteoporosis Society to come along and talk about the importance of keeping active for bone strength
- October – host a Halloween children's party with plenty of gluten-free treats to keep away any tricks the little ones might be planning!
- December – ensure Members are prepared for the festive season by hosting a Christmas focused cookery demonstration ensuring Members tables include tasty gluten-free pastries and puddings.

As always, make sure you promote all your events in Crossed Grain and on the Coeliac UK website. And please send through photos so we can promote your Local Group to Members. Anything from checking out new venues to prepping for a meeting to the event itself can help to raise your profile and highlight the fantastic work you are doing locally.



News from Coeliac UK

Lloyd's bank account update

The majority of Lloyd's bank accounts have now been set up and we've had some paperwork returned, which is now being processed by Lloyd's and we will give instructions for next steps.

We've created a list of [FAQs](#) but if you have any queries that aren't already covered then please contact us at volunteering@coeliac.org.uk

Office volunteers in Scotland required!

Coeliac UK in Scotland is currently on the lookout for two office volunteers to work in our Edinburgh office from January 2017. One to provide general office support for Members who have volunteered to get involved in activities that support the work of the Charity in Scotland, and the other to provide fundraising support, researching and developing funding opportunities for Coeliac UK's work in Scotland.

The roles will be two days per week with reasonable travel and subsistence payments available. This is an exciting opportunity to play your part in advancing the work of the Charity in Scotland and a chance to develop your skills.

If either of these positions are of interest to you, please contact Scotland Lead Myles Fitt at myles.fitt@coeliac.org.uk for a role description and instructions on how to apply. Deadline for applications is 31 October 2016.

We've popped up for the last time to ask – is it coeliac disease?

Part of our campaign to find the half a million people living with undiagnosed coeliac disease was a series of events to raise awareness and put those suffering symptoms on a pathway to diagnosis. Our seven pop up events ran from May 2015 to August 2016, and we were open for 35 days, or 245 hours, in London, Leeds, Cardiff, Manchester, Glasgow, Birmingham and Newcastle.

We want to say a huge thank you to the 30 volunteers who donated their time to help us tell people about coeliac disease and share their story with others – having people from the local area with personal experience made our events something very special.

Staff and volunteers handed out over 25,000 campaign leaflets to the public. We also

provided some 13,000 gluten-free snacks and hundreds of M&S Made Without Wheat vouchers thanks to our sponsors, M&S, and our other commercial partners.

Getting people diagnosed is our goal, so we're also really pleased to report that staff from Tillotts and Coeliac UK assessed and tested almost 500 people, with 17% referred to their GP for further investigation following a positive test result using Simtomax. We'll be using what we learnt from these events to ask community pharmacists to signpost people for testing for coeliac disease in 2017.

Thanks again to all our volunteers and supporters, and don't forget you can view the campaign at www.isitcoeliacdisease.org.uk/view-the-campaign



Do you have an event coming up?

Now that our pop up events have come to a close, our gazebo is now lying lifeless in our Coeliac UK store room. If you have an event coming up, and you'd like to make use of this equipment, please get in touch with us at campaigns@coeliac.org.uk.

Please note, provision is subject to availability, and it needs to be collected and returned to our office in High Wycombe. Details of size and weight for transport can be provided on request.



A few good t-shirts

We have a small number of navy Coeliac UK t shirts that were produced for a range of events and activities this year. As we have a small number left over we're distributing these to our Local Group Organisers and Campaign Network volunteers.

Group Organisers will be sent a pack of six (2 x small, 2 x medium, 1 x large and 1 x XL) and Izzy will be in contact with our campaigners to check size requirements. Enjoy!



NHS Prescriptions for Gluten-Free Food October 2016

In the previous volunteers' update we brought you up to date with our campaigning activity to maintain access to gluten-free food on prescription. In the last month, we have seen yet further developments.

Currently, the [Isle of Wight CCG](#) is the only CCG with an open consultation on gluten-free prescribing. We also have updates on a number of CCGs that have reviewed their local policy on gluten-free prescribing:

- [Greenwich CCG](#)
- Fylde and Wyre CCG
- Castle Point and Rochford CCG
- [West Cheshire CCG](#)

We will continue to campaign on gluten-free prescribing and aim to keep everyone updated on any open consultation, or local review of gluten-free prescribing policy as we hear more. If you would like to get involved in opposing cuts to prescriptions find out more on our [website](#).

As always, please keep us updated if you are made aware of any consultation on gluten-free prescribing in your area, or if you are aware of any local changes to gluten-free prescribing. You can get in touch with us at prescriptions@coeliac.org.uk.

As part of our work in opposing prescription restrictions, we are looking for people affected by prescription cuts to act as case studies. This will enable us to give examples to the media of how cuts to prescriptions have affected people with coeliac disease. If you, or a Member of your local group would like to become a case study please go to www.coeliac.org.uk/casestudyform or call us on 01494 796129 and we can send a form out to you.



Rockfish seafood restaurants and takeaways have recently gained GF accreditation and are dedicated to providing safe gluten-free meals. Their entire menu is available gluten-free on request. Their restaurants in the South West region appeal to everyone; fish lovers, families and the young and old. Now you can enjoy the nation's favourite food, in Dartmouth, Plymouth, Brixham, Torquay and coming soon to Exmouth www.therockfish.co.uk

When you see the Coeliac UK GF logo you know that the restaurant is adhering to our Gluten-free standard. The standard covers all aspects of gluten-free preparation as well

as ensuring training is in place so you can eat out with confidence, knowing that we've worked with the venue.

See the full list of organisations that have gained our accreditation on our website www.coeliac.org.uk/GFaccrreditation



Contact the team

We'd love to hear from you!

volunteering@coeliac.org.uk / 01494 796118

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