

Welcome to the first edition of Voluntary Action Barnsley's new look magazine.

### Putting Our Customers First

VAB successful in gaining Customer First Standard. Find out more - **Page 3**

### Social Enterprise

VAB hosted a very successful event at the Priory Campus. Find out more - **Page 6**

Architects image of VAB's new building.



## Building Voluntary Action in Barnsley

**Voluntary Action Barnsley (VAB) has secured funding to build a new centre for Barnsley's voluntary and community sector (VCS) on County Way, positioned next to the prospective Multi-Cultural Centre.**

The new centre will provide a central hub of expertise, support and an enterprise environment that encourages economic growth and sustainability for the VCS within Barnsley.

The new centre is on schedule for completion in the first half of 2008.

The centre will be managed by VAB and will provide affordable, accessible facilities such as office space, hot desks, a resource centre, meeting rooms and modest conference facilities for voluntary and community groups in Barnsley.

The Chief Executive of VAB said that "There is a lack of town centre office space at rents the sector can afford. Many Charities are moving out from the town centre in Barnsley because of the redevelopment. The development of

the centre will increase delivery of public services by professional VCS organisations, promote and support volunteering and provide core infrastructure services to the VCS in a tailor-made, 21st century setting."

Over 900 voluntary and community groups and at least 4000 volunteers in Barnsley will be able to benefit from the centre

Although the building will be located in the centre of Barnsley it will be a visible symbol of the voluntary and community sector's growing status in the Borough, and a central hub for support and advice on all aspects of VCS management. Until completion, Voluntary Action Barnsley will remain at their offices on Queens Rd. If you would like to find out more about the services we can offer you in the new building please contact Angela Jones on 01226 242726.

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If you wish to receive this magazine in an alternative format or language please contact us and we will endeavour to arrange that for you.

*The views expressed in this newsletter are not necessarily those of Voluntary Action Barnsley*

  
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BARNLSLEY  
Voluntary Action Barnsley  
Registered in England & Wales  
Registered Charity N° 515268  
Company Limited By Guarantee N° 1819712



## Introduction - by Penny Stanley

Chief Executive, Voluntary Action Barnsley

**This year we celebrate our 29th Anniversary! Ok, so it hasn't got a zero on the end, but I think it is still an achievement to which we should raise our glasses.**

VAB has been providing infrastructure services to the Voluntary & Community Sector since 1978 and has developed from an embryonic information project to an organisation with almost fifty members of staff providing a full range of support services to the sector.

### Support Services Include:

- Office accommodation
- Meeting rooms
- Management support
- Training
- Human resources and legal advice
- Advocacy
- Accounting services/payroll
- Resource centre
- Volunteer centre
- Young volunteers' agency
- Pioneer area projects
- Community health projects
  - Feeding the future
  - Community development & health

This coming year will see one or two significant events for VAB and, I hope, for the Third Sector in Barnsley. The construction of the much anticipated new Third Sector building will begin in earnest in the summer and should take approximately twelve months to complete. **More info on page 1.** (Much more on the building's progress in future issues).

In addition, of course, this is the first edition of our new-look VAB News. This new magazine replaces the pink BCVN Network News and the old VAB newsletter, to provide a more co-ordinated approach to communicating with Barnsley's Community and Voluntary Network and VAB's partner agencies.

It is now produced by our new-look Business Development Team, who will be leading on Communications, Marketing, the Compact, Performance Management, Social Enterprise development, Procurement – I think that will keep them busy for now! More from them in the next edition.

As an organisation, VAB is still riding high following the successful attainment of the Customer First quality mark:

but Customer First is not just a quality mark. It is a way of working that ensures that the users of our services (you) are always provided with first-rate quality services. However, in order to continuously monitor our provision of service, both in terms of what we provide and how we provide it, we need your input. **More on page 3.**

VAB is a membership organisation, and as such, we need to know what Third Sector organisations need from their local CVS (VAB). Our annual survey will be dropping through your letterbox soon and I hope you will look out for it so you can help inform our future policies and practices.

“ VAB has been providing infrastructure services to the Voluntary & Community Sector since 1978

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At VAB it will be a busy year. We are planning a number of key pieces of work over the next twelve months, particularly around the development of The Compact and its Codes of Practices, and also around Governance issues. As a sector it will be just as busy. Currently, we seem to be facing wave after wave of significant change, many challenges, but also many opportunities. I look forward to riding the waves with you over the coming year.

Enjoy the magazine and do let us know your thoughts.

Regards,  
Penny Stanley  
Chief Executive



## VAB gains Customer First Quality Standard

**Customer First demonstrates VAB's wide commitment to the provision of delivering excellent customer service in the community and voluntary sector**

Earlier this year, VAB gained the Customer First Quality Standard. By achieving the standard we were able to acknowledge existing good practices, bring teams together, break down barriers and obstacles in order to standardise our approach to delivering excellent customer service. The whole experience was extremely useful in helping VAB analyse current practices and identify realistic room for improvement.

### Why go for Customer First?

- We acknowledge Customer First as an accepted Standard recognising the level of customer service delivered by a wide range of businesses and voluntary and community organisations.
- With the Standard adopted by funding bodies it gave us the opportunity to validate our services in the relevant manner, improving and strengthening our organisational practices.

### What were the benefits of the assessment?

- The assessment ensured all our practices were consistent and embedded across the whole organisation. Customer First gave us the chance to bring staff together in pursuit of one common goal.
- The Customer First assessment raised awareness and enthusiasm throughout VAB and as a result teamwork has prospered.

### What improvements followed?

- We have improved and unified our database, standardised customer contact records and achieved better communication of our services.
- The VAB brand has been communicated more effectively and our personal development procedures have been enhanced.

### Would VAB recommend Customer First to other organisations?

Yes! Absolutely! Especially in our sector as it will strengthen communication systems and encourage the collection of usable customer service data which helps the delivery of services to your customers.

# The Young Volunteers Agency

**The Young Volunteers Agency has a new manager in post, Caroline Burns, who some of you may know from her previous work with South Yorkshire Funding Advice Bureau.**

Caroline is very excited to become a part of this team and to work in encouraging volunteering with young people in Barnsley.

Most of this work is undertaken with young people who are not achieving at school and are in danger of either leaving school with no qualifications at all or of dropping out of the school system entirely. We can offer these young people a range of educational programmes and/or a positive work experience outside of the school environment.

We want to develop this still further and move more into supported volunteering opportunities outside of the school day and to include more work with the 16+ age group. We would like to work with voluntary and community groups who could offer a place to a young volunteer.

### Find Out More

If your group would be interested in working with young volunteers, please give us a ring and we can discuss this further.

**Caroline Burns 01226 249468**  
**Young Volunteers Agency**

## Connexions in our Communities

### Do you work with young people aged 13 to 19 years?

If you are working with a young person who you feel would benefit from working with a community based Connexions Personal Adviser please get in touch. If we can't help, we maybe able to refer them to someone who can. Tel: 01226 249468



# Community Advice Training and Support

**The CATS Project is here to help voluntary and community groups to develop their management skills, systems and effectiveness. We are funded by the Big Lottery Fund to offer advice, training and support to voluntary and community groups in Barnsley.**

## Training

Congratulations to 43 learners that have achieved an OCN qualification after the external moderators visit in April. Five of the learners were from Kirk Balk School and had worked with Penny Hinchcliffe from Young Volunteers Agency for 9 weeks on the Baby Doll programme. It is the first time the programme has been accredited and Penny has worked very hard to achieve the recognition for the programme from OCN. The young girls gained experience of looking after baby and 2 units at level 1.

## OCR/NVQ Centre

At present the CATS NVQ team in partnership with ADA, are working with 45 NVQ candidates, of which 27 are managers, 14 administrators and 4 are working towards becoming qualified NVQ assessors.

## Community Development & Health

From the programmes completed in 4 areas of Barnsley, 25 learners have gained qualifications and amassed a massive eighty accredited units between them! The numbers of learners progressing into further training and development has been brilliant and everyone admits that the course is life changing. At the present time we are awaiting information regarding further funding from Fit For The Future, The Academy of Community Leadership and ESF. The Health Trainer Unit has been developed and piloted locally but we are awaiting the nationally developed City & Guilds standards before the course is delivered again. We are hopeful that any Fit for the Future Health Trainer vacancies will consider the CD&H learners and provide them with the opportunity to gain employment in the community and health field.



## Advice

Sarah Brown is delivering a training session around Business Planning to the Widening Participation Project at Barnsley Rugby Club for CATS. Ann Moffatt and Jane Jefferson continue to be heavily involved with a local learning disabilities group - related work may continue for some time. They have also been attending and representing the project at the South Yorkshire Procurement Task Group meetings. The task group are currently considering putting an event on for South Yorkshire groups in relation to procuring for services and their options in terms of collaborative working. Jane and Ann continue to work jointly with the South Yorkshire HR & Legal Service. The service is currently looking at how it will market itself in terms of logos, joint information publications, and a proposed joint newsletter.

The HR & Legal Service Co-ordinator and Rotherham's HR worker visited NAVCA/NCVO to discuss how the Service could be offered to other CVS across the country for a cost. Ann continues to meet her outputs which are substantially higher than the whole of the South Yorkshire HR & Legal Service combined. Ann recently delivered a second constitution presentation to a new group called Essential Health. Ann and Jane are currently preparing a training session regarding Charing Skills and Governance. Jane Jefferson is further developing the HR assessment for working with groups who are new to employing staff - it is a particular trend that Third Sector organisations continue to employ staff without contracts of employment.

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# Pankhurst Walk 2007

Voluntary Action Barnsley's Young Volunteers Agency are organising a 4 mile round walk (approximately) starting and ending at Dearne Valley Country Park at Hoyle Mill, Barnsley (opposite Spice of India). Thursday 12 July 2007 - 10.00am – 2.00pm

The walk will take place on Thursday 12 July 2007. The starting point is in the Car Park at Dearne Valley Country Park at Hoyle Mill, Barnsley at 10.00am, to enable checking in of all walk participants and the walk will start at 10.30am. The walk will finish at approximately 2.00pm in the car park followed by lunch. The walk is for anyone aged between 0-150 years, however all young people under 13 need to be supervised by an adult, and a consent form needs to be completed.

We can confirm that the walk is accessible for disabled users and pushchairs up to the Hope Inn area, where there are a number of steps leading back to the car park at Dearne Valley Country Park. However, there is an alternative route from this point along the road. There is a significant incline throughout the length of this walk with intermittent, short and steep inclines on the route. (If accessibility is an issue for you or anyone you work with please ring to discuss further).

YVA are providing a packed lunch consisting of a sandwich, crisps and a piece of fruit with a bottle of water, (to be ordered in advance via reply slips that will be sent out with information packs). All walk participants must ensure that on the day they wear appropriate clothing and sensible footwear, sun cream etc.

This will be a great day out for everyone and we hope you can make it. Please contact Nicki or Rachel at The Young Volunteers Agency to register your interest and get your information pack, containing reply slips, maps, permission forms etc.

*This walk is being held in Memory of Mr Dave Pankhurst a valued family man, friend, colleague & Employee of VAB, & for anyone who had the opportunity in meeting him*

Young Volunteers Agency  
23 Queens Road, Barnsley, S71 1AN  
Tel: 01226 249468 Fax: 01226 207094  
Email: YVA@vabarnsley.org.uk

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This walk was special for Dave Pankhurst as he felt it circled an abundant amount of heritage in Barnsley, for instance, Barnsley Main Pit Head Gear, Monk Bretton Priory, Disused Railways, Old Canals, Glassworks etc. His overall idea was to make this walk into a Barnsley Heritage Trail, to be enjoyed by many.

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## VAB's Social Enterprise -

Did you know that there are over 900 voluntary and community groups in Barnsley?

**A recent survey conducted by Voluntary Action Barnsley and BMBC showed that...31% of groups work in recreation and sport, 16% work in health and social care, 11% work in childcare. However, only 4% consider themselves to be Social Enterprises!**

VAB hosted a very successful event on 16th May at Priory Campus, attended by 120 people from Third Sector (voluntary and community and other not for profit bodies) organisations, Barnsley Council, Barnsley Development Agency and other organisations.

The aim of the event was to look at how enterprising local Third Sector organisations might take advantage of opportunities to contract with public sector service providers. The event also provided a chance to meet commissioning officers from Barnsley Council and the

why more services within the social care sphere are likely to be delivered by the Third Sector (better choice, innovative services and better value for money to the tax payer).

Margaret Elliott from Sunderland Home Care Associates gave a very inspiring presentation on the development of this thriving social enterprise which employs over 200 people with a turnover in excess of £2 million a year. Such is the success of this organisation that they were accorded as being the best social enterprise in the

The aim of the event was to look at how enterprising local Third Sector organisations might take advantage of opportunities to contract with public sector service providers.

Primary Care Trust. Putting a name to a face so to speak, and getting a better understanding of how public sector bodies go about buying in services was felt to be a useful outcome to the day.

Presentations on social enterprise and social and health care were received from speakers from different backgrounds and experiences. All of these are available to view or download at [www.bcvn.org.uk](http://www.bcvn.org.uk).

Clare Hyde from the Care Services Improvement Partnership helped define what social enterprise is and

country last year, winning the Enterprising Solutions National Award. The difficulties in balancing service provision and income generation were highlighted by Clare Jones from Calderdale Women's Centre where they are working to become less reliant on grant income and address their sustainability through contracting with their local authority.

Finally, Dave Webber, Sharon Taylor and Joe Micheli from Barnsley Council explained how commissioning, procurement and contracting works at the Council around social care services and how the Compact (the



# It's not Rocket Science

"rules" guiding relations between the Council and the Third Sector) can be used to help everyone better understand these processes.

So is social enterprise really rocket science? No, but it's not a straight forward business either. A good definition of social enterprise is:

"Broadly, we define a social enterprise as a business with primarily social objectives. Surpluses are re-invested for the purpose in the business or in the community, rather than distributed as dividends to shareholders...Social Enterprises can encompass everything from mutuals, employee-owned businesses, private companies limited by guarantee or cooperatives."

**Douglas Alexander**

**Social Enterprise magazine Feb 2002**

Clearly any Third Sector organisation seeking to become a social enterprise and to contract or trade with another body needs sound advice and guidance. Organisations in Barnsley are well placed to receive this.

Here at VAB we help organisations, both big and small, sort out their structure (do you want to be a charity or a company?), and we can offer free professional advice around staff matters, legal issues and what sort of training you might need. Contact VAB's Community Advice and Training Service on 01226 206294 for more details. Social Enterprise Barnsley (SEB – part of Barnsley Development Agency) provide business support to social enterprises and if you are thinking of starting a social enterprise or want to develop your community/voluntary (Third Sector) group into a social enterprise, then they are here to help. A quality assured team of advisers can help with business planning, funding, marketing and promotion, personnel, information technology and all other business needs.

The South Yorkshire Key Fund is another useful source of advice and support. Since 1999 Key Fund South Yorkshire has provided funding and support to social enterprises and community and voluntary groups across South Yorkshire. Over the same period it has stimulated regeneration through economic development in a region seriously affected by the demise of coal mining and restructuring in the steel industries.

Over the last two years the Key Fund has widened its operations to increasingly include Yorkshire and the Humber-wide communities.

The Key Fund offers two main financing streams, which combine products including grants, lending and equity capital. Each finance stream is designed to support a particular kind of development in our communities. For full details about funding packages go to <http://www.sykeyfund.org.uk>

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# Community Development

## Bank End in Barnsley - A "Light Touch" Neighbourhood Management Approach

Voluntary Action Barnsley has joined forces with Barnsley Metropolitan Borough Council's Community Planning Team to bring a "Light Touch" neighbourhood management approach to Bank End, Barnsley.

The neighbourhood management approach has proven success in Barnsley with the Kendray Pathfinder, and this has been rolled out to the Athersley and New Lodge area of Barnsley.

There has been substantial funding for these two areas, but it has been recognised that the principles underpinning this approach can be rolled out to other neighbourhoods without the need for large amounts of funding, using new and existing resources to allow local people to direct what's happening in their area.

Bank End has been chosen as such an area - a neighbourhood in Barnsley, mainly consisting of social housing stock and is in the worst 6.4% of the most deprived areas in the country.

The funding made available through the Safer, Stronger Communities Fund - £65K, has been allocated to provide initial intense community engagement, using the Neighbourhood Management methodology; opportunities to provide activities which will lift the spirits and generate positive community spirit, working with residents and supporting them to lead on finding solutions to issues that effect their quality of life. That's

the intense bit! The "light touch" refers to natural links with local governance arrangements, such as the Area Board – Barnsley council's approach to co-ordinating community engagement and service delivery at a local level, bringing together the voluntary sector and service providers; and the relatively small amount of funding needed for the project. This is an innovative opportunity demonstrating the partnership approach to neighbourhood management.

### Find Out More

#### Contact :

Caroline Makinson,  
Community Development Officer,  
Voluntary Action Barnsley, Tel: 01226 785564  
email [caroline.makinson@vabarnsley.org.uk](mailto:caroline.makinson@vabarnsley.org.uk)

or

Wendy Slater,  
Community Engagement Officer, BMBC  
Tel: 01226 773900  
email: [wendyslater@barnsley.gov.uk](mailto:wendyslater@barnsley.gov.uk)

#### Neighbourhood Management Approach

Subscribe to National Neighbourhood Management Network and receive their news updates.

Tel: 020 7756 7613

Fax: 020 7756 7601



## Community Development

**Caroline Makinson**  
Community Development Officer

This coming year I will be promoting the services available from VAB projects again to ensure VCS groups and communities are aware of the training, learning and volunteering opportunities that are available.

I want to hit as many neighbourhoods in Barnsley as I can, so if you would like to arrange a short session for an existing or new group, where they can find out more about what we can offer them, please contact me.

Also if you know of any events such as summer galas/celebration events etc that I could have a presence at, please let me know.

This type of promotion of VAB, showcasing the help we can give to groups and residents in Barnsley has proven to be a very successful means of engagement and I appreciate your help in taking this forward.

## LoveSport Exhibition at Magna

**From 26th May to 6th Nov 2007**

Playing sport equals a healthy body, a healthy mind and even contributes to a healthy economy. LoveSport is everything that sport should be - accessible, fun, challenging and most of all, fun for everyone!

**For further information please contact:**  
Esme McQuillan  
Tel: 01709723146 or 07737671414

# Volunteer Centre

*National Volunteers Week June 1st -7th 2007*

**Britain has a great tradition of volunteering. People from all walks of life give their time freely to help others, campaign for a cause, improve their community or offer mutual support to others.**

Volunteering is more than just a hobby; the work that volunteers do is essential to the functioning of our society. Volunteers deliver a significant proportion of community services – in schools, hospitals, family homes, theatres, animal sanctuaries and many other settings.

***Britain relies heavily on volunteers to sustain our social care provision, heritage, environment and the arts.***

Volunteers lobby for change, campaign against injustice, and speak up on behalf of the marginalised, oppressed and abused. They feed the hungry, visit the sick and imprisoned, comfort the bereaved and befriend the lonely.

Lets not forget volunteers also have fun! After all they are using up their free time which has many other demands on it and could be spent with family, friends, playing sport or just watching TV.

So volunteering has to compete with all these things and if it wasn't rewarding and fun there would be no volunteers.

Many can testify that voluntary work has given them more than just a good time, it's led to lasting friendships, personal development, new skills, a route through depression or bereavement, a foothold in the jobs market, a means of giving something back to society, a sense of purpose and the satisfaction of achieving a goal.

**Go on give volunteering a go!**



### Find Out More

[www.do-it.org.uk](http://www.do-it.org.uk)  
Volunteer Centre 33 Queen's Road,  
Barnsley S71 1AN  
Tel: 01226 295905

## The Ace Project

**Introducing the newest organisation to register with Volunteer Centre Barnsley 'Ace Project' is part of Forge Community Partnership.**

The Ace Project based at Cloughfields Community Centre in Hoyland is running the following exciting projects aimed at young people in the area;

A Multi Sports Club, offering various sporting activities, recycle a cycle, build your own bike, off roading and cycling proficiency, an Internet Cafe supporting and supervising young people using the internet, an environmental project, conservation, gardening. All helping youngsters make a positive change to their community

***If you would like to get involved with the ACE Project as a volunteer contact:***

Doug Pope,  
ACE Project Coordinator  
Tel: 01226 748728,  
email: [doug.pope@btconnect.com](mailto:doug.pope@btconnect.com)



Volunteering is more than just a hobby, the work volunteers do is essential to the functioning of our society



# Participation Team

## Children, Young People & Families

**Over the last three years there have been major developments in national and local policy for keeping our children safe.**

The changes arose firstly from the inquiry report into the death of Victoria Climbié and then from the implementation of the Every Child Matters programme that aims to improve outcomes for children. These developments have resulted in a radical change in the way services are provided to children, young people and families, changes that will impact on everyone working with children & young people throughout the borough. New legislation governing how agencies must work together, information sharing and management of allegations against staff will have important implications for all organisations working with children & young people in Barnsley.

Information about the new legislation has been brought to the Third Sector Sub Group but there is concern that many of the small community clubs and groups, who work with our children, are not aware of the new requirements and that they will need support to ensure that they are operating within the framework of the Law.

Voluntary Action Barnsley, in partnership with the Children's Fund, is holding a conference at Priory Campus on 26th June that will provide information on safeguarding and will begin to address some of the issues facing Third Sector organisations. To request a booking form, please contact Angela or James on 01226 299590.

***If you have immediate concerns regarding the policy implications, please contact Angela on 01226 299590 or e-mail [angela.hayes@vabarnsley.org.uk](mailto:angela.hayes@vabarnsley.org.uk)***

The Local Safeguarding Children Board has also recently launched its website which provides advice and information on child protection and safeguarding that you may find useful. The website can be found at: [www.safeguardingchildrenbarnsley.com](http://www.safeguardingchildrenbarnsley.com)

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## Drugs & Alcohol Reference Group

**Barnsley Drug & Alcohol Reference Group are organising an information sharing and networking event. This will take place on 12 June 2007 at Priory Campus from 9.30 am. Lunch will be provided.**

***To find out more or to book a space to display information, please contact:***

James or Gail on 01226 299590.

Please bear in mind that we cannot supply display boards.

## Adult Services

**Government policy is recognising the importance of the Third Sector in delivering services that meet the outcomes for adults, focus on the preventative agenda and promote independence, well-being and choice.**

However this comes at a time when many of our local Third Sector services are at risk.

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Traditional funding streams are coming to an end and Service Level Agreements are under threat as the Local Authority and PCT struggle to balance their budgets.

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In Barnsley, a number of providers of health and social care have come together to take a pro-active stance on sustaining and developing the Third Sector as a significant deliverer of services.

The aim is to work in partnership, not only to look at future sources of funding, but to create an effective support network and a collective voice to work jointly with statutory services, for the benefit of the whole community. Members of the network include larger national charities and also a significant number of very small community projects that have a key role to play in supporting vulnerable people.

***To find out more, please contact:***

Angela, Gail or Tracey on 01226 299590.

# Breastfeeding Link Project



## Teddy Bears Picnic

**The Teddy Bears Picnic held at the Library 17th May for National Breastfeeding Awareness Week was enjoyed by all who attended.**

The picnic was organised by the Breastfeeding Link Workers to thank Peer Supporters from across Barnsley for the fantastic job they do in Protecting, Promoting and Supporting Breastfeeding.

The food was absolutely gorgeous. Afterwards a lady from BookStart facilitated Sing and Rhyme with the children.

In total there were fifty Peer supporters and thirty children that attended.

## Barnsley to go Unicef Friendly

**Barnsley Health Care services have registered their intent with Unicef to work towards achieving Baby Friendly Accreditation**

It's a staged approach which will be coordinated by key stakeholders and Unicef. The Link Workers will be key players in the coordination. An Action Planning Visit from Unicef has been arranged for 26th September. The different stages towards accreditation are outlined below. As you will be aware we already have a joint breastfeeding policy across the borough being implemented so we are already on our way towards achieving the certificate of commitment.

## Peer Supporters Volunteer on Ward 12 at BDGH

**We are very pleased to announce that from the beginning of February 2007 Peer Supporters have been attending Ward 12.**

A room has been set up within the Maternity Department called 'The Snug' where Peer Supporters who are volunteers for the hospital attend to offer information and support to antenatal and postnatal women.

There are currently 5 volunteers who have all attended a 12 week Breastfeeding Peer Counsellor Training Programme and have also carried out the required procedures through the Hospital to become a volunteer. Each volunteer currently attends the Snug on a weekly basis. The Link Workers contact all volunteers on a monthly basis to confirm their availability for the following month and prepare a rota.

The Breastfeeding Link Workers also work very closely with Voluntary Services and key personnel on the Ward to ensure everyone is kept up-to-date and distribute the rota accordingly.

A copy of the rota is also displayed on the 'Snug' door for all to view. As you can see, we are only a small group of volunteers at present and would like to be able to expand the service we offer.



*Front to back; Felicity Devine – Hospital volunteer coordinator, Ruth Buckley Peer supporter, Kerry Stanley Midwife, Angela Beaumont Peer supporter, Heather Walters Auxiliary Nurse, Anne Amott Peer supporter.)*

### **To find out more, please contact:**

Breastfeeding Link Workers:  
email: [bflink@vabarnsley.org.uk](mailto:bflink@vabarnsley.org.uk)  
Telephone: 01226 242726

### **Alternatively you could contact:**

Felicity Devine,  
Voluntary Services Manager, at BHNFT  
Telephone: 01226 434979.

## Congratulations...

**A Celebration Presentation was held at Barnsley Central Library 17th May. The awards were presented by Penny Stanley, Chief Executive of Voluntary Action Barnsley. The following awards were presented;**

### **Breastfeeding Friendly Awards**

Secret Garden Children's Centre, Kings Oak Children's Centre, Darfield All Saints Children's Centre, Dearne Community Children's Centre, Royston Meadstead Children's Centre, Hunnibees Children's Centre, Kentucky Fried Chicken (Peel street), Naturally Best, King Pins Day Nursery and Northern College Children's Centre.

### **Certificate Of Commitment to Breastfeeding**

Dearne Valley Day Nursery, Funworld, Chicago Rock Café, Embankment Children's Centre, Sunny Bank Children's Centre, Milefield Children's Centre, Rising Stars Children's Centre, Hoyland & Jump Children's Centre, Blackerhill Life Long Learning Centre, Buddies Children's Centre, Burton Grange Children's Centre, Cloughfields Community Centre, Buttercup Children's Centre, Doncaster Road Out Reach Centre and Mothercare.

The Breastfeeding Link Workers would like to congratulate everyone who received an award and say another thank you to all administrators supporting peer support groups.

# Getting to know....

## Caroline Burns is the new Manager of the Young Volunteers Agency at Voluntary Action Barnsley.



Caroline Burns, new Manager at YVA

VAB would like to welcome Caroline Burns in her new role with us. We wanted to find out more about her!

### How long have you worked for VAB?

I started to volunteer for Voluntary Action Barnsley when I became a Trustee and was voted on in October 2004. I stood down in October 2006. I was only two years on the Board but I really enjoyed seeing how a larger voluntary organisation works from the inside.

I took up post as Manager of the Young Volunteers Agency on 19th February this year, so it's been about three months now.

### What does your job involve?

I manage a staff team of five people, each one of these has their own area of responsibility and I am responsible for keeping the team on target with these, with planning our future direction, finding funding to keep our projects going, keeping our work up to date with legislation and policies for working with young people and making sure we are working collaboratively with other groups.

I also want to start developing my own piece of work which is about developing voluntary groups to work with young volunteers, see the section on us in the newsletter.

### What is the best thing about working for VAB?

It's a very busy organisation currently going through massive changes. We're trying to meet the needs of a rapidly changing sector. If you've not accessed our services for a while I'd recommend checking us out. I love to be busy and to feel like what I'm doing might make an improvement in people's lives.

### What do think would make a difference in making Barnsley a better place to live?

Hmmm... I think when I first moved up from London I was shocked about the way the town centre just closes down at about 5pm and becomes quite deserted. I'm used to shops and especially cafés staying open. It's only the pubs that are open late but the town centre feels like a no-go area rather than a place to live.

I'd like to see more of a twilight attraction of late opening shops, cafés, to get a cinema back into town and hopefully attract people back in, sober people preferably! It would feel safer too.

### Tell us a bit about your background before you came to barnsley and how that has shaped how you view the world

My background was in running a young people's theatre company, running young people's theatre-in-education programmes, then I became a young people's health worker.

I had a brilliant job description. Sex Education Worker, worked as a great chat up line for me! After that I worked in HIV prevention and then in HIV/Drugs and Alcohol Commissioning for the Local Authority in Islington. That's really helped with understanding the consultation and commissioning process BMBC is now going through.

Most people will know me from working for South Yorkshire Funding Advice Bureau for the last eight years! It doesn't seem that long... amazing how time flies...

### If you won a million pounds tomorrow, what would you do with it?

Oooooh! I think I'd buy a house with a massive garden. Actually I'd love to set up a charitable trust. Working with South Yorkshire Funding Advice Bureau made me realise how great it would be to have another piece of money targeted only for Barnsley.

## Feedback

VAB welcomes feedback on its services from customers and service users. If you wish to make a compliment, complaint or comment about the service you receive.

### Please contact our main office for a copy of our procedure or send your comments to:

Chief Executive  
35 Queens Road  
Barnsley  
Tel: 01226 785564  
Fax: 01226 206580  
Email: [info@vabarnsley.org.uk](mailto:info@vabarnsley.org.uk)

## Mailing List

If you wish to be added/deleted from the mailing list, or if your details have changed please let us know.

### Please contact:

Email: [naomi.douglas@vabarnsley.org.uk](mailto:naomi.douglas@vabarnsley.org.uk)

## Opening Hours

Monday -Thursday 9.00am - 5.00pm  
Friday - 9.00am - 4.30pm

## Meeting Room

VAB has a meeting/training room available for hire. The room can seat up to 20 people around tables and up to 35 people conference style (£15 per session). The room is accessible and has refreshment facilities.

## Article Deadlines

VAB News is produced quarterly February, May, August & November. Deadline for articles is the 10th of these months.



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