

# Annual Review 2006

**Attend** *verb*

To apply oneself, to serve, to respond, to accompany,  
to heed, to reach forward, to give care.

## Contents

- 2 To apply oneself
- 4 To serve
- 6 To respond
- 8 To accompany
- 10 To heed
- 12 To reach forward
- 14 How are we funded?
- 15 To give care
- 16 Attend's team



© 2006 Attend

11-13 Cavendish Square, London, W1G OAN.

Tel: 0845 4500825 | Email: [info@attend.org.uk](mailto:info@attend.org.uk) | Web: [www.attend.org.uk](http://www.attend.org.uk)

Registered Charity no. 1113067 | Registered Company no. 5713403

Design: Matt Kevan – [matt.kevan@attend.org.uk](mailto:matt.kevan@attend.org.uk)

Illustration: Oliver Jelf – [oliver@jelf.com](mailto:oliver@jelf.com)

Printing: PWP FS Print & Design – [sales@pwpfs.com](mailto:sales@pwpfs.com)

# Message from the Chairman



It has been a year of significant change and development for Attend. This annual review, the

first since the organisation changed its name and constitution, aims to celebrate the most important achievements of the year, to inform you about the goals and work of the new organisation and to communicate plans for the future.

Attend is concentrating hard on improving and developing benefits for members and on raising the profile of volunteering. This includes innovative new developments such the Making a Difference in Health partnership and the Attend Academy, launched in October '06 at the House of Lords, to offer high quality training to members and partners.

I am often asked why we chose the name Attend. The dictionary definitions of Attend – outlined on the front cover – sum up why 'Attend' is what do, we attend to the needs of our members and their volunteers who make such an important, and all too often underestimated, contribution health and social care. I hope this report helps develop a stronger understanding of why our new name is so important.

I firmly believe that it has helped to focus our efforts even more firmly on supporting members and on strengthening their voice across the health and social care sector.

Health and social services in the UK are changing rapidly. Every day brings new and important challenges, from the closure of community hospitals to the opening of new hospitals, private finance initiatives, commissioning of services and increased focus on patient and public involvement. Attend is dedicated to ensuring that volunteers are able to play a meaningful and rewarding role in this changing world, to the benefit of the patients and clients they serve.

I will be handing over the Chairmanship of Attend to my successor in November. I look forward to announcing the new appointment once it has been made.

Thank you for all the support you have given over the past year. I have been honoured to be part of Attend and humbled by the energy and care given by volunteers in hospitals and in the community the length and breadth of the country.

A handwritten signature in black ink that reads "Sue Norman". The signature is fluid and cursive.

Sue Norman, Chairman

# To apply oneself

Attend is determined to apply itself fully to the realisation of its vision and the delivery of its mission, to the benefit of its member groups and their volunteers.

Attend was launched on 1 April 2006, taking the baton from the National Association of Hospital and Community Friends, which had been in existence since the start of the NHS in 1947.

## Our vision

Supporting volunteering to enhance health and social care for local communities.

## Our mission

### Supporting Members

Meeting the needs of members and supporting their interests through the provision of services and expertise.

### Promoting Membership

Ensuring that membership continues to expand to become more representative of the local, regional and national communities Attend seeks to support.

### Developing Volunteering in Health and Social Care

Ensuring that the essential contribution of volunteers in health and social care is recognised and promoted at all levels within the NHS, Government, the media, funding bodies and other appropriate statutory, voluntary and private sector organisations.

“The Friends play a major role in easing the experience of going to hospital. A friendly face and a cup of tea can make a big difference at a time of some worry. I give their national organisation Attend my best wishes.”

Tony Blair, Prime Minister.

“I have always admired the work that your volunteers do, working tirelessly in hospitals and in the community, to raise funds and make a difference to people’s lives. I wish Attend every success.”

David Cameron MP, Leader of the Conservative Party.

## Action Space



Established in 1984, Action Space is London's leading visual arts organisation for people with learning disabilities.

Action Space works with people of all ages with mild to profound learning disabilities and encourages their integration into the community by running projects in arts venues.

Those who join the workshops contribute to all areas of project organisation and management, and have opportunities to become workers and volunteers. Action Space runs projects throughout London and sets up partnerships between boroughs and with other arts and disability organisations.

Action Space has permanent studios in Central London at Cockpit Arts, in South London at Studio Voltaire and at the Croydon Clocktower. The groups exhibit and sell their work in mainstream venues. Recent highlights have included:

- 'The Look Here Show' at BAC, October 2005
- 'The Garden,' at the Croydon Clocktower, January 2006
- 'Linked' at Swiss Cottage Library Gallery, February 2006.

The Action Space Croydon studio groups have been working in Croydon Clocktower since January 2006.

There are two groups of learning disabled adults, and each group meets once a week in the studio. They are working towards an installation that will be

on display in the entrance way of the Clocktower in November and December 2006.

Over the next few years, Action Space will be focusing on:

Young people in Camden, Westminster and Wandsworth – participants will have the opportunity to exhibit their work in mainstream, high profile venues and work alongside adult participants. This will help the transition between school and college, as there is a lack of suitable activities.

Public art projects – Action Space has a permanent sculpture trail and bench in Finsbury Park and Gillespie Park. They are planning to continue to develop these projects, as public art provides the opportunity for participants' work to reach an audience that they may have not otherwise have reached.

Upcoming events include: 'Pigs Might Fly'; and 'Shining Brightly'. 'Pigs Might Fly' is a film screening at the Pump House Gallery in partnership with Action Space, Shape and the Pump House Gallery.

'Shining Brightly' is an installation inspired by the work of Action Space artists from Croydon and will run at the same time as Raised Awareness by Tate Modern. The Action Space artists, some of whom are visually impaired, have used contrasting and reflective materials to bring movement and light to everyday life.



# To serve

Since the launch of Attend earlier this year, we have developed a range of new and improved benefits and services designed to serve the needs of our members.

The new constitution is leading to a strengthened network of regional committees in England and national committees in Scotland and Wales, established to represent the interests of members and to help meet their needs. Wherever possible they are served by Regional Development Managers. Currently four members of staff work across the South East and South West, the Midlands, the North and London and the East Region.

Attend's insurance scheme was renegotiated to provide more cost-effective and enhanced public liability cover for shops, buildings and contents. Not only did this improve a core service, it also led to a reduction in membership fees for all members.

## **Membership services:**

- Member groups are able to display 'Patron: HRH The Duke of York' on their letterhead
- Comprehensive insurance cover
- Barclays group deposit scheme for members' funds
- Grants of up to £20,000 a year for projects from the Department of Health 'Opportunities for Volunteering' scheme
- Accredited training in volunteer management and trustee responsibilities
- New legal helpline for advice on charity law issues, employment law issues, trustees and best practice
- Face-to-face regional advice and support

- Criminal Records Bureau checks
- Attend's magazine, Friends Connect
- Regional and national conferences
- Special offers and shop management training for group retail outlets
- Member-focused website giving access to a wealth of useful and up-to-date information
- Resource library
- Annual Friends Week in October
- Annual Health Month in January
- Representation of members' interests to national government and voluntary, statutory and corporate sector organisations.

**"Attend aims to work ever harder to support its members and to ensure that the value of volunteer involvement in health and social care is understood at all levels in our society – from local communities to the highest echelons of government."**

HRH The Duke of York, Patron.

## The Friends of Edinburgh Prison



Prisoners are only allowed one 30 minute visit from friends and family each week. However, visits can be very stressful and uncomfortable for both prisoners and visitors alike.

The Friends of the Edinburgh Prison set up the tea bar to create a more relaxed and comfortable environment, so that prisoners and visitors can make the most of their time and feel at ease. The Friends improve the atmosphere by providing a friendly face, and by maintaining a feeling of normality and comfort, enabling visitors and prisoners to make the most of the short time they have together.

The tea bar is run by 60 volunteers, most of whom work either fortnightly or monthly. It is usually run by two volunteers at a time, and is open seven days a week for afternoon and evening visits. The tea bar sells a variety of hot

and cold drinks, crisps, chocolate and other refreshments. Most importantly, the tea bar offers a safe, neutral space, giving an opportunity for normal human interaction.

The tea bar has been such a success that it is now open for 12 two-to-three hour sessions a week, double the number originally planned when it first opened. The demands on the Friends have increased with the number of prisoners being admitted.

The Friends plan to work even harder in the future – soon the tea bar will need three volunteers to work at once in order to meet the demand for the service.

The service provided by the Friends is appreciated by prisoners and visitors alike, and the Friends receive much support from the governor, and prison officers and staff.

# To respond

In the past year, Attend has developed a range of new projects and initiatives, responding to the needs of members and of providers of health and social care services across the UK.

## **First Mental Health Learning Network for managers of mental health volunteers**

450 statutory and voluntary sector managers of mental health volunteers have joined Attend's new and growing mental health learning networks, funded by the Department of Health. The networks offer training, support and networking opportunities for organisations working with people with mental health problems.

## **Croeso i Gymru – Attend initiates training in Wales**

Attend delivered its first series of training workshops in partnership with the National Assembly for Wales and WRVS. Over 40 volunteer managers benefited from Attend's unique volunteer management training programme accredited by the Chartered Institute of Personnel Development (CIPD).

## **Launch of Attend Academy**

Attend's training programmes will be delivered by the new Attend Academy, giving a stronger profile and identity to the organisation's work in this area. The Academy was launched at the House of Lords on 23 October where over 100 participants in Attend's CIPD accredited volunteer management training programme celebrated their achievements.

## **Web alert – new web-site gives access to wide range of information**

Attend's newly designed web-site now offers a range of services to members, information for partner organisations and for students of the Attend Academy. This includes a growing library of reference publications as well as interactive discussion boards. [www.attend.org.uk](http://www.attend.org.uk).

## **Campaigns help members to recruit more volunteers**

Attend facilitated two major promotional campaigns during the year, Friends Week and Health Month, both of which provide opportunities for members to promote their activities, recruit volunteers, generate media coverage and raise funds.

## **V: new charity aims to inspire a million young volunteers**

Attend was pleased to receive a pilot grant from new charity V to explore the feasibility of developing volunteer opportunities in health for young people in Yorkshire and Humber. 32 Attend member groups and young people from nine organisations across the area took part in the study. They showed significant interest in developing new opportunities for young volunteers in health and gave important messages about how to devise attractive and meaningful volunteer programmes. Funds are being sought to implement the plan of action devised as part of the pilot.

## The Friends of Pepper Pot



In 1981, Pansey Jeffry saw the need to establish a community specifically for the elderly West Indian and Afro-Caribbean population. After receiving a grant from the local council, Pansey set up the Pepper Pot Day Centre in Kensington, and with the help of a lottery grant they refurbished the building to its present condition.

The Pepper Pot Day Centre aims to provide a comprehensive and high quality service that allows people to live more independently in their own homes.

Some of the services include weekly aromatherapy sessions, arts and crafts, a bathing service, Bible study, bingo, family worship, keep fit exercises, movies, music and movement classes, reminiscence sessions, reflexology, yoga, luncheon club, and a meals on wheels service providing hot Caribbean food. The day centre also offers transport, health promotion, and outreach services, which includes befriending and annual events, from day trips to parties.

The Friends of Pepper Pot officially began in 2001, when Michael Portillo, then Member of Parliament for Kensington,

spoke at a lively meeting of Friends, Members, Staff and Trustees of Pepper Pot Day Centre.

Volunteers have allowed the centre to maximise its work of caring for its members, and for the wider community of North Kensington, a deprived inner city area with many social needs.

The Friends are currently working hard to raise much needed funds for a minibus with wheel chair access. This fundraising campaign was launched with a party at the High Commission of St. Lucia. The Friends are also looking for new members and aim to get more young people volunteering at the centre.



Pepper Pot's 25th Anniversary on 9 June 2006 was honoured by a visit from Her Majesty Queen Elizabeth, giving the highest official recognition of its widely

acknowledged status within the community.

Pepper Pot must now expand, to meet the growing and changing needs of its community, and the Friends intend to help Pepper Pot meet that challenge.



# To accompany

We are strongly committed to working alongside other organisations, accompanying them in the development of practical partnerships which enhance the role of volunteering in health and social care. Significant progress was made during the year.

## **Making a Difference in**

### **Health partnership launched**

Major grass root organisations and statutory sector partners wishing to support volunteering in the NHS joined Attend in launching the new Making a Difference in Health Partnership in June 2006. Founder partners include the Care Services Improvement Partnership, General Dental Council, WRVS, the Hospital Broadcast Association, National Association of Voluntary Services Managers (NAVSM) and Timebank.

Chaired by Catherine McLoughlin, Chairman of Age Concern, the initiative will give a stronger voice to volunteers in health across the UK and aims to revitalize enthusiasm for volunteering in the NHS.

### **Training Together: training partners on the increase**

Attend's training partners through the year have included:

- Chartered Institute of Personnel Development (CIPD)
- Community Service Volunteers (CSV)
- Institute of Fundraising
- Macmillan
- National Association for Voluntary Service Managers (NAVSM),
- National Institute for Mental Health England (NIHME)
- Red Cross
- Scope
- St. John Ambulance
- WRVS

## **Building stronger networks**

Attend signed a Memorandum of Understanding with NAVSM with the aim of improving support for people employed within the NHS to manage volunteers.

### **Private bank supports Attend**

Coutts hosted two dinners during the year to enable Attend to build stronger networks with key people involved in health and social care. Keynote speakers Anna Walker, Chief Executive of the Healthcare Commission and Sir William Wells, Chairman of the NHS Appointment Commission, led lively discussions amongst guests.

### **Friends Week '05**

- 105 registered events
- Over 400 hours of events
- 1,783 volunteers
- 11,767 hours of volunteering
- 64,506 participants
- 911,973 beneficiaries
- Sponsorship by GSK & Olympus
- Partnerships with CSV.



## SOS Bus Project

The project was established to meet the need for safe and reliable transportation at night for young people in Southend. Running between 9pm to 3am in the Southend club land area, the bus offers a point of contact for people who may feel vulnerable and confused, or in some instances are unable to get home due to illness or injury. The project has been a great success, serving many different clients since it began. This success has been a result of organisation and hard work. Full time coordinator, John Bastin, has done an excellent job running the project and raising funds.

There is a major lack of public transport late at night, and many young people are completely unaware of the train and bus schedules before going out. Many people, particularly between the ages of 13 and 16, end up spending the night in the train station. The Bus Project provides an option for teenagers who may otherwise end up in a dangerous situation. Despite the blame often placed on clubs and pubs, most young people visiting club land are drunk long before they even go out. Many say they drink bottles of wine or vodka before they leave, and admitted their parents are not at all worried about where they are. When the project has

offered to call their parents and ask for a ride home, and several say the parents would be drunk themselves and unwilling to come get them.

The SOS Bus Project has received a tremendously positive response from the community. Clubwatch has supported the project through donations, and the project attends the monthly meeting to maintain this relationship of communication and support.

The project also has a good relationship with the police, giving them an alternative to making people spend the night in the cells. The police offer the project support and security by regularly checking that everything is under control and running smoothly.

The ambulance service and clubs and pubs have also begun to rely on the project for aid in cases of minor injury. This leaves the ambulance service free and accessible in case of a real emergency.

COAST, DIP, Streetwise, the Youth Offending Team, CDSA, and the Woodgrange Counselling Centre are linked to the SOS Bus Projects as references for clients who may need further help.

# To heed

Attend's 2006 Membership Survey gives important messages which will be heeded as the organisation develops in the future.

The survey of all 738 Attend members unearthed information which underlines key trends in volunteering in health and social care. The issues raised will guide the development of Attend's future strategies.

## **Record contribution by volunteers**

The total contribution in funds raised and time given by volunteers in Attend's 738 member groups reached an estimated value of £107,000,000 this year, the highest ever recorded.

However, the overall number of volunteers has decreased, from 43,000 in 2001 to 31,000 in 2006, largely as a result of the ageing population of Attend's volunteers.

## **More time given**

At the same time, the amount of time invested by volunteers increased to a total of 11,000,000 hours. This means that fewer volunteers are doing more work.

## **Majority in community settings**

Ten years ago, Attend's members were almost entirely hospital-based. Today two out of three members work in the community with a more diverse range of clients and activities in a greater variety of locations, mirroring changes in health and social care provision away from institutional settings and into the community.

Friends work in community hospitals, mental health projects, day centres, health centres, acute hospitals, GP surgeries, hospices, prisons, youth clubs, courts and sports venues.

Volunteers are involved in a wide range of activities including befriending, visiting, counselling, transport schemes, teaching skills, welcoming services, rehabilitation, gardening and fundraising.

## **Increasing diversity**

Volunteers from black and ethnic minorities have increased from 2% of the total to 5%, a significant increase, reflecting increased diversity of Attend's membership.

70% of Attend's volunteers are over 60. This proportion is declining as the population ages. Encouragingly, however, there has been an increase in numbers of younger volunteers over the age of 26, with a 4% increase in those aged 46- 60. This is an important trend that must continue if Attend member groups are to flourish and to safeguard volunteering in health and social care.

## **High levels of funds invested in health service**

The total annual income for the membership of Attend is £47,000,000, a 17.5% increase in charitable funds raised over the past five years, indicating an increase in funds raised and higher levels of investment in health and social services.

A copy of Attend's membership survey 2006 is available from Nichole Wheaton [nichole.wheaton@attend.org.uk](mailto:nichole.wheaton@attend.org.uk).  
Tel: 0207 307 2575.



## NOVA

NOVA was formed in 2003 as a support group for young people aged 16-25 in Northamptonshire. NOVA's aim is to help young people reach their full potential through mentoring and training. It focuses on supporting people under the age of 25 with special needs, including mental and emotional health issues, sensory or physical impairments, special learning needs, and promoting public understanding of disabilities.

The Community Peer Mentoring Scheme is NOVA's ground-breaking county-wide project, pairing vulnerable young people with trained volunteers in their age group. The project helps young people gain confidence, motivation, communication and life skills. It originated from NOVA's initial support group, where the participants felt they would greatly benefit from having a friend and confidant closer to their own age, whom they could ask for advice and support without embarrassment. The relationship between two people of a similar age creates an environment that is comfortable and friendly for both parties. All mentors take a two-day training course, accredited by the Approved Provider Standard, ensuring that the care and counselling provided is of the highest quality.

NOVA members and mentors are paired through a comprehensive matching process, to ensure that both participants enjoy and grow from working with each other. This project helps the mentees integrate into the wider community, and overcome with confidence the

social barriers they had previously faced. The project also offers participants the opportunity to gain the self-esteem and skills necessary to reach their goals.

**“NOVA has helped me to be confident in who I am – now I’m learning to drive and going to college.”**

This has been a year of great success and development for NOVA. After becoming a registered charity just over a year ago, NOVA recently held its first AGM to celebrate its achievements and accomplishments.

The mentoring scheme has now received an Opportunities for Volunteering Grant provided by Attend, funding the first paid staff member for the next year. Until now, NOVA has been run and funded by volunteers, most notably Diane Rayner, NOVA's founder and development coordinator, who has led the organisation full-time for the past year and a half.

On the 29th September 2006 Diane received a 'Pride in Northamptonshire' award, in the 'helping others to reach their potential' category for her work with NOVA.

# To reach forward

Attend continually strives to be forward-looking and is developing ambitious plans for the future.

These range from new improved member services to innovative partnerships.

## **Strengthening Attend's regional structure**

Newly constituted regional committees are now served by a dedicated team of Regional Development Managers. This will offer improved localised support for member groups and strengthened communication between members and their national body. Funds will be sought to appoint and sustain staff in each of the nine English Regions, Scotland and Wales.

## **Establishment of the Attend Academy**

The Academy will offer training and professional membership to reflect members' needs. This will include fundraising, retailing skills, governance and volunteer recruitment and management.

## **Publication of tool-kits to help member groups tackle key local issues**

Plans include guidance on the implications of the implementation of new NHS policies such as the commissioning of health services.

## **Launch of Attend Retail**

In partnership with key retail companies, Attend Retail will offer expertise and financial discounts to member groups which run shops in hospitals, prisons and other community settings. The aim will be to increase funds raised through retail activities, thus enabling Friends groups to contribute increased amounts to the NHS and other charitable activities.

## **Increased diversification of volunteers**

This will be achieved through pilot projects and nationwide dissemination of learning, for example, involving young

volunteers and volunteers with physical and learning disabilities. It will include engagement in key new patient and public involvement initiatives, developing new meaningful roles for volunteers.

## **Support networks**

Attend will continue to support and to initiate support networks for key groups, such as those working with volunteers with mental health problems, voluntary services managers and groups from black and ethnic minorities such as the Black Majority Churches Consortium.

## **Increased profile for volunteers in health and social care**

Alongside Friends Week and Health Month '07, key new initiatives will involve World Book Day on 1 March, encouraging the donation of books to hospitals.

## **Development of meaningful partnerships**

New partnerships help us to progress Attend's goals such as Making a Difference in Health and NAVSM.

## **Diversification of funding streams**

This will allow us to reduce our dependence on Government sources, to carry out new initiatives in partnership with our members.

## **Implementation of new website**

The new website and associated database will have advanced member facilities including fundraising, event management, networking and access to up-to-date information.



## Prestatyn Central Surgery League of Friends

The rural location made attendance for hospital appointments a real problem to those without their own transport.

To address this the Friends established a transport scheme for patients and relatives. This includes a lift to the local surgery, and

journeys to larger specialist services in Liverpool and Wrexham, a 130 mile round trip. Patients not only appreciate the transport, but also the added element of human contact that the volunteers bring.

A volunteer driver will often wait with the patient, offering moral support and it is not unusual for a client to request a driver whom they have come to know.

Many of the volunteers form meaningful relationships with the patients they have met through the car service. Some of the patients are isolated and lonely, and the element of human interaction is much needed and appreciated. After spending time together in a car, volunteers and patients often form a friendship.

“We’ll have a chat about all sorts of things and, for example, you sometimes find they haven’t been shopping for a while; so on the way home I’ll stop off at a

supermarket so they can stock up on groceries. The befriending element of the scheme has grown, perhaps because we are initially seen as a stranger and so can be a useful sounding board on a whole variety of things, not just their health problem.”

The Friends run many fundraising efforts for their project, such as coffee mornings, Christmas and Easter raffles, evenings for bingo and horse racing events.

The service now has 12 drivers, all of whom are volunteers and use their own cars for the service. In the first six months of 2006, they transported patients over 30,000 miles.

“The Friends’ car scheme is marvellous, and volunteers work extremely hard on both providing the transport and raising funds for its continuation. In a rural area like ours, using the ambulance service can entail a long detour in uncomfortable circumstances on what would otherwise be a fairly short journey. When booking the service for the first time people often do not realise what the Friends’ scheme offers: not only transport but support and friendship.”

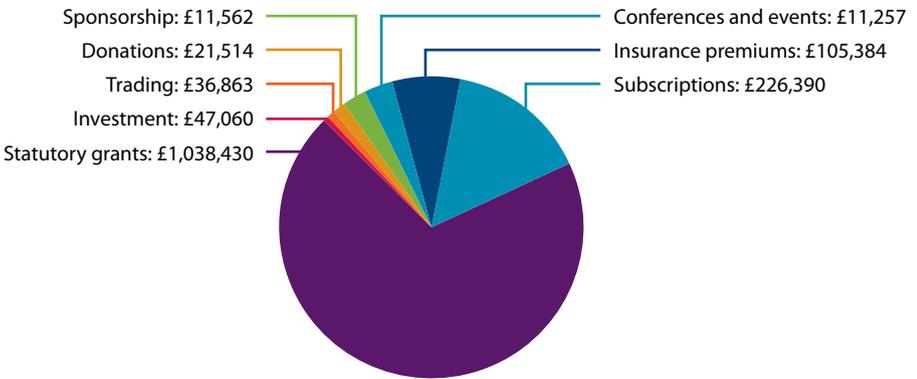
Beth Roberts, Practice Manager.

**The Friends’ car scheme is marvellous, and volunteers work extremely hard on both providing the transport and raising funds.”**

# How are we funded?

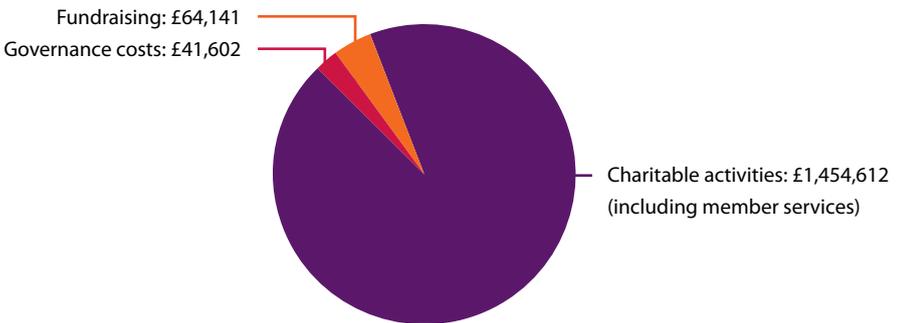
## Income

Total income: £1,498,460

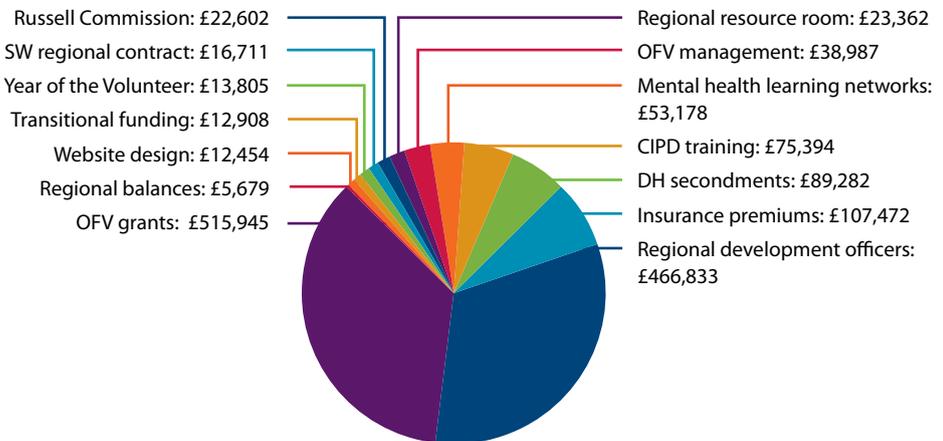


## Expenditure

Total expenditure: £1,560,355



### Breakdown of expenditure on charitable activities:



These figures are taken from the financial statement of the National Association of Hospital & Community Friends 31 March 2006.

# To give care



## League of Friends of Tameside Hospitals

The Friends offers patient comfort and care, snack bar and trolley services to patients at Tameside hospital. The group, soon approaching its 40th birthday, has raised some £750,000 in its time in what is one of the poorest parts of the country. The group has some 50 volunteers, several having volunteered for 20 years and more, complimenting other patient support services.

Most hospitals benchmark themselves against the 'Essence of Care' initiative. In this Trust patient focus is evident. The three benchmarks are food and nutrition, pressure ulcers and privacy and dignity.

The implementation of 'Essence of Care' has brought about significant changes through protection of meal times, so patients can eat without interruption, and the rollout of the 'red tray' initiative. The 'red tray' initiative is designed to identify patients who need additional assistance with nutritional requirements during meal times.

To help progress this initiative the League of Friends paid for 200 red trays, lamination of notices to ask for privacy, and assessment cards. In all about £3,000 was donated to enable this project to happen.

40 percent of patients come in to hospital already malnourished, and a screening tool is used and staff are trained to audit risk. On each ward someone is nominated to be the 'nutritional champion' and mealtime support is offered. Patients that need extra assistance are served their food on a red tray, easily identifying them to the ward nutritional champion.

Tameside hospital is facing the challenges of an aging population with a wide variety of health, cultural and nutritional needs. Every day, menus offer a chef's choice, soft alternatives and a vegetarian option. In addition a la carte, finger foods and off menu items are available to patients if needed. And if a patient is away from their bed at mealtimes, a snack box is made available.

The benefits are improved patient care without compromising dignity, more one-to-one contact with staff and volunteers, more trust from family and friends and a significant reduction in complaints.

The Chairman of Tameside and Glossop Acute Services NHS Trust, Kevin Corscadden, was so delighted with the 'red tray' project that the catering staff and the Friends were awarded the Chairman's prize this year. What a return on a £3,000 investment by the League of Friends.

# Attend's team

## Patron

HRH The Duke of York

## President

Lord Fraser of Carmyllie

## Vice-Presidents

Dame Elisabeth Hoodless DBE

Baroness Audrey Emerton DBE DL

Mrs Ann Davies

Lady Aird CVO

Baroness Jay of Paddington

Baroness Miller of Hendon

Rabbi Baroness Neuberger DBE

Mrs Rose Reid BEM

Sir William Wells

## Board (from 1 April 2006)

**Chairman:** Sue Norman

**Treasurer:** Stuart Welling

Andrew Andrews

Alistair Barwick

Judith Corcho

Maureen Dickson

Chris Heitzmann

Pamela Morton

Gordon Paterson

Margaret Walker

## Regional Chairs

**London:** Dame Sarah Mullaly DBE

**England East:** Clive Fletcher

**South East:** Margaret Walker

**Yorkshire & The Humber:** Pamela Morton

**East Midlands:** Vacant

**West Midlands:** Vacant

**North East:** Pamela Morton

**Wales:** Vacant

**North West:** Barbara Thompson JP

**South West:** John Vickery MBE

**Scotland:** Christina Cameron

## Staff

**Chief Executive:** David Wood

**Communications Manager:**

Rebecca Rendle

**Education and Development Manager:**

Stephen Moreton

**Office Services Manager/PA to Chief**

**Executive:** Janet Simpson

**Projects Manager:** Hannah Arbeid

**Regional Development Manager for**

**England South:** Terry Bishop

**Regional Development Manager for**

**England East and London:** Susanne Curtis

**Regional Development Manager for**

**England North:** Frances Pett

**Regional Development Manager for**

**Midlands:** Simon Needham

**Membership Services Officer:**

Nichole Wheaton

**Publications Officer:** Matt Kevan

**Development Officer (Corporates):**

David Elcock

**Accounts Coordinator:** Christine Nardiello

**Book Keeper:** Cheryl Morgan

**Auditors:** Scrutton Bland

**Bankers:** Barclays

**Solicitors:** Russell-Cooke & Co.

## Thank you

With many thanks to Baroness Emerton (former Chairman), Mrs Audrey Barbour (Board Member, Deputy Chairman and South West Regional Chairman), Mr Phil James (Wales Chairman) and Diane Rayner (East Midlands Chairman) who gave significant time to the NAHCF and Attend and have retired since the last AGM in November 2005.

# Support us

Attend is a registered charity and needs to raise funds to support the work of volunteers in health and social care across the UK.

## I want to support Attend's work:

- I enclose a donation of £ .....
- I would like to make a regular gift. Please send me a form.
- I am interested in leaving a legacy to Attend.
- Please send me details of how my group can become a member of Attend.
- Please send me details of Attend's corporate partnership and sponsorship schemes.

Name: .....

Address: .....

.....

.....

Telephone: .....

Email: .....

Please detach this form and return it to:

**Attend**

11-13 Cavendish Square  
London, W1G 0AN.

Alternatively, call Nichole Wheaton  
on 0207 307 2575, or send an email  
to [nichole.wheaton@attend.org.uk](mailto:nichole.wheaton@attend.org.uk).



## With thanks to our funders and supporters:

The Department of Health

The Home Office

The Russell Commission/V

The National Assembly for Wales:

Building Stronger Bridges Initiative

Barclays

Barclays Business Banking

Birkett Long

Coutts

First Assist

Russell-Cooke & Co

Stackhouse Poland

Amber Valley Merchandising

Britvic Plc

Cadbury Trebor Bassett

Care From Contraband

Cashbox ATM Systems Ltd

Coca-Cola Enterprises Ltd

Danone Waters UK & Ireland Ltd

Ginsters

GlaxoSmithKline

Impress Publishing

James Spencer & Co Ltd

Key Lekkerland UK

Masterfoods

Noel Tatt Group

Olympus UK Ltd

P&H Snacksdirect

Palmer & Harvey McLane Ltd

Patientpal Ltd

Remploy Healthcare

Reward Manufacturing

Samuel Lamont Textiles

Star Supplies

The Natural Health Co.

Unilever UK

United Biscuits