

Making a Difference – Volunteer Award



People who volunteer their time within a health or care service, offering care and support to make a positive difference to people in our community.

Boro Angels

Boro Angels have been established since January 2010, providing a supportive presence on the streets/nighttime economy of Middlesbrough to those in need. During 2023, the Boro Angels team have volunteered 804 hours patrolling across Middlesbrough Town Centre 50/52 weeks of the year. The angels are out 10pm–2am every Saturday, supporting the most vulnerable of people across the town. They handed out 455 hot drinks and food to rough sleepers across the area which also helps to facilitate conversations and signpost to local services and support. 66 foil blankets have also been handed out to help keep people warm and safe. The team help provide safety to the town by picking up 1369 glasses and bottles which prevents further harm to people on a night. Other ways in which the Angels help, is by helping people get home and prevent injury – this can be seen in the handout of 229 flip flops to stop people hurting their feet and in the 22 first aid incidents they have attended and helped.

The feedback that is given when on patrol, demonstrates how well the Angels have delivered support over the 14 years they have been offering this service. People feel better knowing the Angels are out and often come up to say thank you, and how amazing the work is that they do. Over the last year they have helped support people who have experienced sexual violence, staying with survivors until police have been called and ensuring people are aware of services available. This is also evident in the three people the Angels helped who were feeling suicidal and in a mental health crisis. The partnerships the Angels have made with other people who form part of the nighttime economy from door staff, Safe Haven, Cipher teams ensures everyone is in communication and working together to help keep people safe.



Derek Phillips, Teesside Hospice

Derek is a volunteer at Teesside Hospice. He works alongside myself (Jacky Edwards) and the rest of our wellbeing team. He gives his time twice a week on a regular basis to help facilitate wellbeing groups.

Derek goes above and beyond the role of volunteer within our wellbeing services. He interacts with compassion, care and humour within this very difficult setting. He has helped a young man , decorate a memory box for his family and carers, researching and tailoring the theme to his wishes. He also assists me within craft sessions each week helping those with diverse life limiting illnesses. He also takes extra time out to support myself with our newly established men's space "pub" within wellbeing. Derek is such a valuable member of our team and would be so surprised to be nominated as he volunteers not for praise and recognition but for a genuine passion to help others.

Service users have spoken of their thanks for the service that Derek provides. Nothing is too much bother and will listen to our service users like a member of his family. I think having a man in the men's space group has enabled the gentlemen to feel more comfortable in the setting and able to talk and open up.

The men's space group is a new initiative set up last year. It was difficult to encourage men to attend wellbeing in the hospice. I truly feel that having Derek to support myself with this group has aided the success of the group. We now have two groups running each week due to demand.

Julia Frost

Julia has been nominated by Leah Brette for setting up the Menopause network within the Trust on the back of her friend sadly ending her life due to complications with Menopause. Julia works very hard in her day job and runs the menopause network alongside her role. Her role within the Trust as a quality and training partner is very busy and yet somehow, she manages to do it all!

Julia set the network up in 2020 and it has gone from strength to strength. We, as a Trust, have 10,000 staff with 84% being women and Julia has worked hard to ensure the word is out there and staff know support is available to them. Julia has very much an open-door approach and is quick to respond to needs of our staff and works with managers to ensure needs can be met where possible.



Julia has worked to have our Trust accredited as a Menopause friendly employer and has developed a robust Menopause policy for the Trust which is used to help managers to best understand the obligations required for our staff. Julia also delivers Menopause awareness sessions for all staff (including men!) to best understand the impact of Menopause. The sessions are run monthly and delivered within our main building at James Cook, but Julia also travels to others community sites within the Trust to ensure all staff have access to training and support.

As well as the awareness sessions, Julia runs a Women o Pause support group which is held monthly and is an open forum for staff to come along and share their experiences around Menopause and learn from each other.

Julia is regularly told she is making such a difference and how approachable she is, she is always researching and is very clued up with her knowledge. She helps staff feel listened to and cared for which in turn keeps staff at work rather than going off sick, which impacts on retention and the pressures within the Trust. Through her positive approach, others take a leaf out of her book and approach the topic of Menopause with sensitivity and empathy.

Maggie Heaton

Maggie has been nominated by the Ebony May-Lewis, the Registered Manager of Meodowvale Homecare, for the help and support she gives to clients in her own time. Ebony says 'Maggie doesn't just do care as we know it, Maggie goes above and beyond for her clients. She has volunteered her own time to assist in taking clients on community trips to Whitby, coffee mornings, social clubs and most recently a Christmas pantomime'.

The clients she has assisted would not have normally been able to attend these visits and outings without support and time volunteered. These clients are now planning more trips out and becoming more socially involved due to this.

Teesside Hospice Coffee Shop Volunteers

Deborah Archer from Teesside Hospice has nominated a group of 20 loyal and passionate volunteers that work in the coffee shop (Northgate Tea Room). Many of the volunteers have volunteered with us for many years. This service aims to support mainly patients and their families but we have found over recent time

that we have regular public and they come and they see the service as beneficial to the community and are pleased to be able to support Teesside Hospice.



Our coffee shop has been open over 25Yrs and in that time there has been ran by our valued volunteer's. Since our services has returned after covid the majority of the volunteers have returned. They have been instrumental in us moving and relaunching the coffee shop. Some volunteers played a big part in the promotion to the public they have even delivered posters to ensure that as many people as possible know about the service which in turn has helped with the upsurge in our takings.

The volunteers have come in over and above their regular slots to make sure that we have cover on the lead up to Christmas, this helped us put on special events. They go out of their way to help people that have difficulties and ensure they feel welcomed and that the service is not out of reach for anybody.

The volunteers as a group are a great body of people that unselfishly give up their time to help others and play a part in raising further funding that is put back into the hospice to ensure that we can continue the excellent care that we provide. Since the relaunch back in May 22 our takings have more than doubled (even in the uncertain times) and this is down to the support we get from our value and trusted volunteers. Every penny raised in our coffee shop goes back into the hospice to help with the care and treatment of the people of Teesside.