



Volunteer of the year award

This award will be presented to an individual or team who has shown outstanding commitment and exceptional contribution to the service they support. It is open to everyone who volunteers their time and effort to support the Trust. This also includes experts by experience, governors, service users and carers involved in Trust activities.

The shortlisted candidates are:

Pete Brown, volunteer driver, Tees Mental Health Services for Older People's Inpatient Wards, various locations

Pete gives up his own time to support carers, family and friends to visit their loved ones in hospital. He volunteers early mornings, evening and weekends and without Pete's commitment, many service users would not enjoy regular visits from family and friends. Pete has driven over 4,000 miles and made over 140 trips in the last 12 months to help carers and families get to hospital. Pete is always compassionate, friendly and supportive and is very popular. He is not only a practical support but also a great listener and conversationalist, brightening up people's journeys. He is prompt to reply to any request and will go out of his way to accommodate people. Pete is an exceptional volunteer who is very passionate about helping people who experience mental ill health.

The participation group for child and adolescent mental health service (CAMHS), Lake House, Scarborough

These four young people give up time in the holidays and after school to come up with ideas to improve CAMHS. The young volunteers support one another and encourage each other to build confidence. They have worked hard to improve the service for other young people using their own experiences. They decided the corridor to the therapy rooms was too dull so renamed each room after a sea animal and designed and made signs for the doors to make them more inviting. They also created a young person-friendly 'welcome to CAMHS' sign to make the entrance more appealing and help service users feel less anxious, as well as organising a young people's fun day to celebrate the 70th birthday of the NHS. These young people, although still struggling with their own issues, continue to help others through their volunteering.

Sophie Nixon, volunteer, Huntington House, York

Sophie is an integral member of the reception team carrying out a range of tasks and being a much appreciated friendly face to those who visit. She is a confident team member and a real asset. She goes out of her way to help and care for clients. She recognises those that need extra support or a hot chocolate! To a client this can mean the difference between sitting alone worrying about an appointment, and feeling cared for in a sometimes difficult

environment. Sophie has a good rapport with clients and staff and is well liked. She is a quick learner, thinks on her feet and no task is too difficult for her. She is committed to improving her skills and knowledge and has come up with new ideas to improve the reception service. Her contribution is invaluable.

Ian Alderson and Rosie (Therapy Dog), volunteers, West Park Hospital, Darlington

A visit from Rosie can really brighten up a patient's day, not to mention the staff! Ian has been volunteering since November 2017 and has visited twice a week ever since. His commitment and consistency mean that patients look forward to his visits with Rosie. For some patients, the visits are the only activity they engage with. One family raised £1,390 for Pets as Therapy as they felt their daughter had benefitted so much from Ian and Rosie's visits. Ian has spent time training Rosie to adapt to every situation and she is extremely intuitive, adjusting her behaviour depending on the needs of the patients. Ian gives so much to patients, listening and chatting to people every week and Rosie's visits also have a positive impact on staff's wellbeing.