



THE GOLDEN JUBILEE TRUST

34 awards were made by the Golden Jubilee Trust to UK charities in 2003. Over the following pages the **Gazette** meets some of the Partners who have been involved in a variety of charities



WHAT IS THE GOLDEN JUBILEE TRUST?

It is a scheme of awards through which you can give practical assistance to UK registered charities.

HOW DOES IT WORK?

The scheme lets you work for a charity at a time when you would normally be working for the Partnership. Depending on the job to be undertaken, you are released on a full- or part-time basis up to a maximum of six months. The Trust takes on your pay costs during the secondment which means your department has the funds to provide replacement cover. You therefore do not have to worry that your colleagues are left unsupported while you are away. Your rights to Partnership benefits such as holidays, Bonus and pension remain the same and you return to your job at the end.

WHY WAS IT SET UP?

The Golden Jubilee Trust is one of the Partnership's special anniversary schemes marking the handover of Spedan Lewis's business to Partners. The trust was set up with an endowment of £5m and the awards are funded by the investment income. It is an ongoing scheme which allows the trustees to make around 30–40 awards each year. It is a registered charity.

HOW DO YOU APPLY?

Any Partner can apply. Just contact your branch charities secretary or the Waitrose divisional charities secretary. They have Golden Jubilee Trust application packs and can help you with advice. You can also read about the Trust on JLPnet (look under Partnership/Information).

HOW ARE THE AWARDS MADE?

Once you have completed your application you give it to your charities secretary. The charities committees are asked by the trustees to agree the applications, put them in order of preference and then submit them to the trustees' spring or autumn selection meetings. To help them reach their decisions, the trustees need detailed information and the branch charities committees work hard at checking applications to see it is provided.

WHAT DO THE TRUSTEES NEED TO KNOW?

The application forms set out the questions but the trustees ask the committees to help you think carefully about what you intend to do. You should be very clear about your objectives. Do you have the relevant skills and experience? Will you need any training and if so, will it be given? Is the time

requested appropriate to the secondment? How well is the charity regarded in the community? Will there be real or ongoing benefit to the community from the work being done? Will the charity make proper use of you? At any trustees' meeting there can be more applications than awards so think about how to make your application stand out from the others!

IS THERE A QUALIFICATION PERIOD?

Although not wishing to impose a formal qualification period, when making a judgement or deciding whether the length of secondment requested is appropriate, the trustees do consider your length of service and tend to look more favourably on those who have had time to prove themselves in the business and by extension their suitability for an important secondment outside it.

WHEN WOULD AN APPLICATION NOT BE CONSIDERED?

The trustees are sometimes asked to support a Partner's existing charitable work through the scheme, for example when Partners use their holiday to assist at Scout or Guide camps or other residential activity. Partners show great commitment to

charities in their own time which is much admired by the trustees but the Trust is a way of allowing Partners to do what is impossible without an award, going above and beyond what is already being done. Your application should therefore be for something different from your regular commitment. In addition, the trustees cannot commit to grants which are binding beyond the current meeting and will not consider applications for annual or repeated secondments. Applications cannot be considered for overseas travel.

WHAT HAPPENS WHEN YOU ARE AWAY?

It is important for you to keep in touch with the branch as it helps you stay up to date with events and your colleagues hear what you are doing in your secondment. During this time, or on your return, or both, you are asked to write a short *Chronicle* article about your experiences for your branch colleagues.

CONTACTING THE TRUSTEES

The trustees are always interested in hearing from Partners and we can be contacted either through your branch charities secretary or the Trust's secretary, Chris Jones, who is on the first floor at Victoria, telephone 7-7 5464.

GOLDEN JUBILEE TRUST



MAIN PICTURE Gillian in the lush surroundings of the Oxford Botanic Garden. The tower of Magdalen College is behind her. **OTHER PICTURES** Gillian's secondment at the Garden has brought her into contact with visitors of all ages; members of the gardening and administrative staff; and some wonderful, colourful plants



OXFORD BLOOMS

Gillian Chapman's administrative experience proved invaluable to The Friends of the Oxford Botanic Garden – and she enjoyed the view Words: David Allsop Photographs: John Downing

A few months ago Gillian Chapman received a call from a journalist working for London's *Evening Standard* newspaper. "What does John Lewis get out of your secondment to The Friends of the Oxford Botanic Garden?" was one of the questions she was asked. Reflecting that she hadn't previously thought about her secondment from that point of view, she confides that one thing the Partnership clearly 'got' was the fact that newspapers were writing about the aims and objectives of the Golden Jubilee Trust. Acknowledging that that might not have been an appropriate answer, she gave her answer instead in a way that described her personal experience of one of the ways that both Partnership and Partner benefit from seconding experienced personnel to charitable organisations. "I said that my secondment had taught me to be far more aware of using my time effectively. I had to organise how my job was covered when I wasn't there, and I believe that that has made me a better time manager."

The Oxford Botanic Garden has also clearly benefited from Gillian's one-day secondment per week, now completed, where her role was to update administrative systems and to look for new opportunities to recruit 'Friends' (members) whose donations and subscriptions help to cover the cost of running and improving Britain's oldest botanic garden, founded in the 17th century. In many ways she was ideally qualified for

the role. As Clerk to the Branch Council, John Lewis Kingston, she was also branch Secretary to the Committee for Charities and Claims. She had worked as a volunteer with the Friends of the Oxford Botanic Garden for five years, organising Sunday morning walks and working on the entrance gates. But this was the first time she had worked at the administrative centre.

"The person who was previously doing the job on a voluntary basis had retired, and I was really just holding the fort until they decided how they wanted to reorganise things," she explains. In fact her work involved rather more than that, and she has just finished writing a report for the Trustees' Management Committee into how the Garden is administered and what benefits the Friends are offered.

She began by reorganising the basics of efficient office management. "There was a lot of duplication of paperwork. I set out to make filing much easier, and I think I was successful in rationalising some of the systems they already had in place. I think I've also helped work towards a more efficient conduit between them and the Friends, particularly in terms of thinking ahead."

There are currently about 3,600 Friends of the Oxford Botanic Garden, paying a subscription of £18 per annum each (£30 for joint membership). Gillian points out that

with a full-time administrative staff of three, and two part-timers, the Garden is at a 'crossroads' where just a marginal increase in membership would lead to "difficulties in coping". The brief for her secondment included the observation that the Garden needed "help to market the Friends and to find ways of increasing this membership... we need an outside eye to examine our working methods and systems to provide a strategic plan for the next two decades." In other words her role was not only to appraise existing ways of recruiting new members, but also to ensure that the membership would continue to be grown.

Her report has yet to be presented to the Trustees so she cannot comment on how it will be received. One suspects, however, that it won't pull its punches. "They weren't doing

before moving into staff training at Central, and later to John Lewis Kingston when it opened 12 years ago. This summer she will embark on a course studying the life and works of William Morris at Ruskin College, affiliated to Oxford University, and she also has plans to learn more about the internet and computer systems. "I think we're quite spoilt in the Partnership – there's always someone on the end of the phone when things go wrong. I'd like to be a bit more self-sufficient in future."

In the longer term she thinks that she will remain working in the voluntary sector. "I've decided not to decide to do anything until my long leave is over, but I have been approached by a voluntary group to be their co-ordinator. I have some experience of working in Citizens' Advice Bureaux and

'I had to organise how my job was covered when I wasn't there... that made me a better time manager'

basic recruiting, and there was no way of checking how or why new Friends came on board. Those are the sort of things that need to be addressed." She adds that the report was at her suggestion. "The new Chairman (of the Trustees) thought it was an excellent idea. I think he was very grateful that someone was prepared to research various other options."

Gillian is currently nearing the end of her long leave, at which point she will retire from the Partnership. She first began work at Pratts of Streatham where she became manager of the hairdressing department

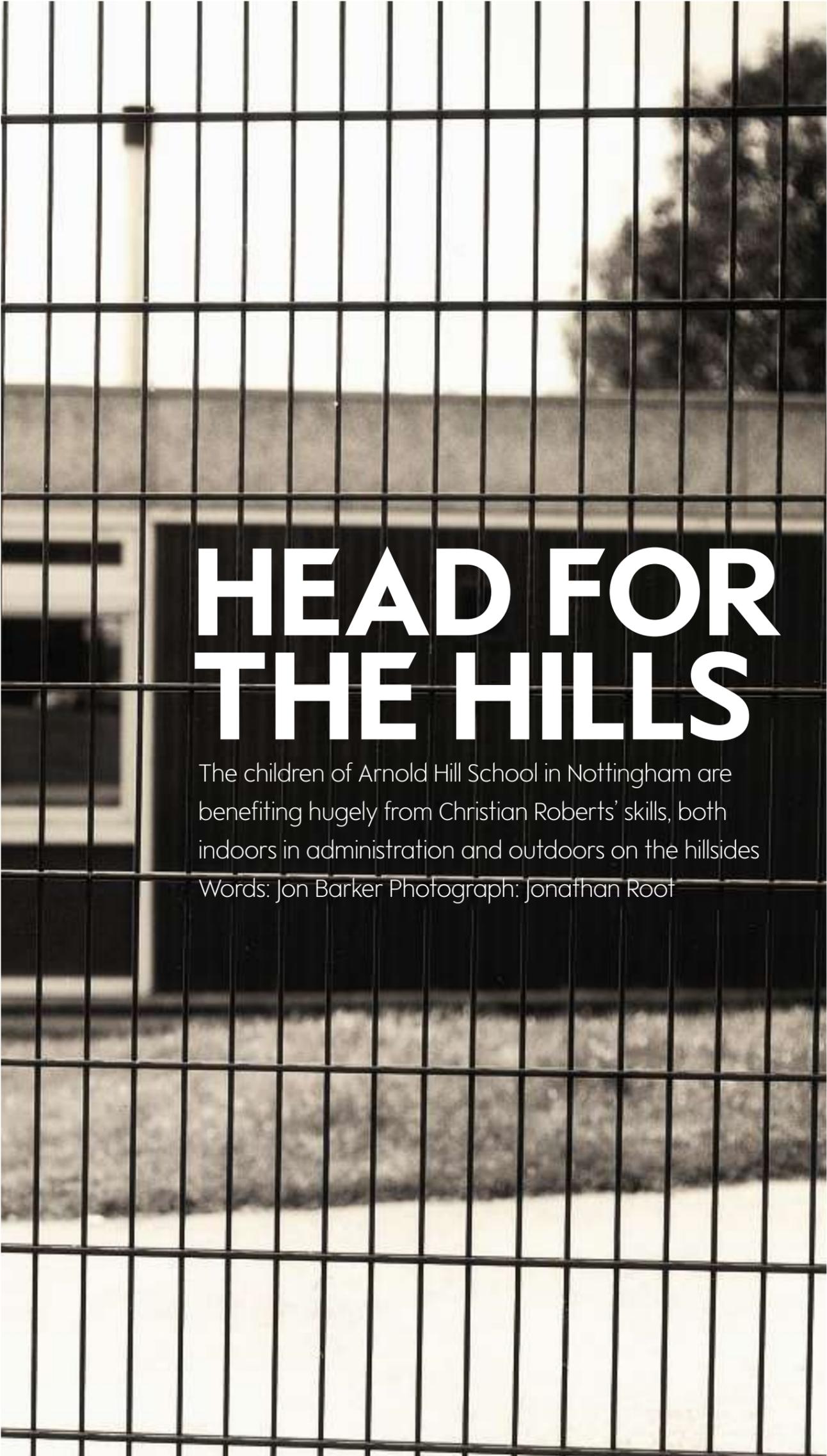
Victim Support, and I think that's probably the direction I'll go."

Meanwhile she will continue to be involved with the Friends of the Oxford Botanic Garden, and will continue to enjoy her walks in her favourite areas – the rockery and the 'bog' garden. And something suggests that promoting the Garden's benefits will never be far from her mind. "Do you know that it's amazing value to become a Friend? It's about half the cost of membership of Kew Gardens, and being a Friend of Oxford Botanic Garden means that you get into Kew free."

GOLDEN JUBILEE TRUST



**“It’s wonderful
seeing how
children’s behaviour
changes when you
remove them from
the classroom”**



HEAD FOR THE HILLS

The children of Arnold Hill School in Nottingham are benefiting hugely from Christian Roberts' skills, both indoors in administration and outdoors on the hillsides

Words: Jon Barker Photograph: Jonathan Root

Christian Roberts, Telesales Assistant, John Lewis Nottingham, hasn't quite moved mountains to help the children at Arnold Hill School in Nottingham – but his work there has taken him from the Peak District to the Pyrenees.

Over the past six years, Christian has given up holiday time and weekends to assist with the Duke of Edinburgh (DoE) award scheme at the school, and is now coming to the end of his Golden Jubilee Trust secondment. Keith Stratham, a teacher at the school and the DoE scheme's area organiser in Gedling, says the benefits have been substantial. "Christian came to us through a mutual friend," says Keith. "His IT skills have been particularly valuable and he has made an enormous difference to the administration at the school and in the Gedling area. The fact that he is also an outdoor pursuits enthusiast has been especially useful."

The DoE scheme was set up to provide an enjoyable, challenging and rewarding programme of personal development for young people. They are expected to achieve success in three areas: a personal interest, community support and in an expedition.

"We are currently the largest and most successful area group in the East Midlands, and yet all of our administration is carried out by unpaid volunteers," says Keith. "We are achieving just over 300 awards a year and were approaching a position where we simply didn't have the staff to deal with the process. Christian's impact in this respect has been limitless, and in my book he has been something of a saviour."

Christian's secondment of a day a week for six months largely involved administration, public relations and liaison work. He has continued to give his own time as well, but the secondment has allowed him to extend his participation in the expeditions. "It has also allowed me to build skills and training which would have been more difficult without the extra 12 days on my holiday entitlement," he says. "It has given me the opportunity to do the whole package: Bronze, Silver and Gold."

"It's been great to get to know the kids better as well", he continues, as in his previous weekend work he was largely assisting with administration and had little contact with the students. "It's good for them to be able to drop in for advice, or just for a chat. It really helps with team building. I have been involved with presentations and promotions within the media. We have had mentions in the *Evening Post* and on Radio Trent. I have even got a piece into the *DoE Award Journal*."

Christian ends his secondment in July, and will then resume his normal weekend duties with the Arnold Hill School. The final act of his secondment, however, will be to supervise the Gold expedition group to the Pyrenees.

"We are turning the trip into an extended two-week adventure and education expedition. But the kids have to raise their own finances. We have had them bag packing in supermarkets, doing all they can to raise the necessary cash," he says. Christian has a supervisory support role this time around, but next year he will be running the Silver practice walk around the Ring of Kerry in Ireland, as expedition trainer.

"I am already building up a reputation for pouncing on lost-looking groups, demanding 'Where are you?'" says Christian. "It's wonderful seeing how children's behaviour changes when you remove them from the classroom and stick them in a field. There is some sort of connection when you get them out in the open."

To be of greater benefit on future expeditions the DoE scheme is funding training for Christian to be a walking group leader and to take the PCV test so he can drive the school minibus.

"We have also encouraged his application to obtain his Mountain Leader Certificate – the highest accolade in the UK for mountaineering and one which he thoroughly deserves," says Keith. Christian is studying for summer certificate: "It basically means, if there's no snow – I'm your man! I'm currently carrying a rucksack full of weights to work every day."

The secondment has certainly freed up Christian's holiday time to further assist the children of Arnold Hill School. But he hasn't forgotten his colleagues at John Lewis Nottingham. "It is a credit to the guys in the call centre, putting up with me having so much time off. But I know my enthusiasm is brought back into the office and that can only be a good thing."

COMFORT AND

Linda Webley has a long and very special association with her chosen charity and the Golden Jubilee Trust has enabled

Working in a hospice wouldn't, surely, be many Partners' idea of the perfect Golden

Jubilee Trust (GJT) secondment. After all, isn't that somewhere people go to die? It must be terribly depressing – the last place you'd volunteer to spend your time.

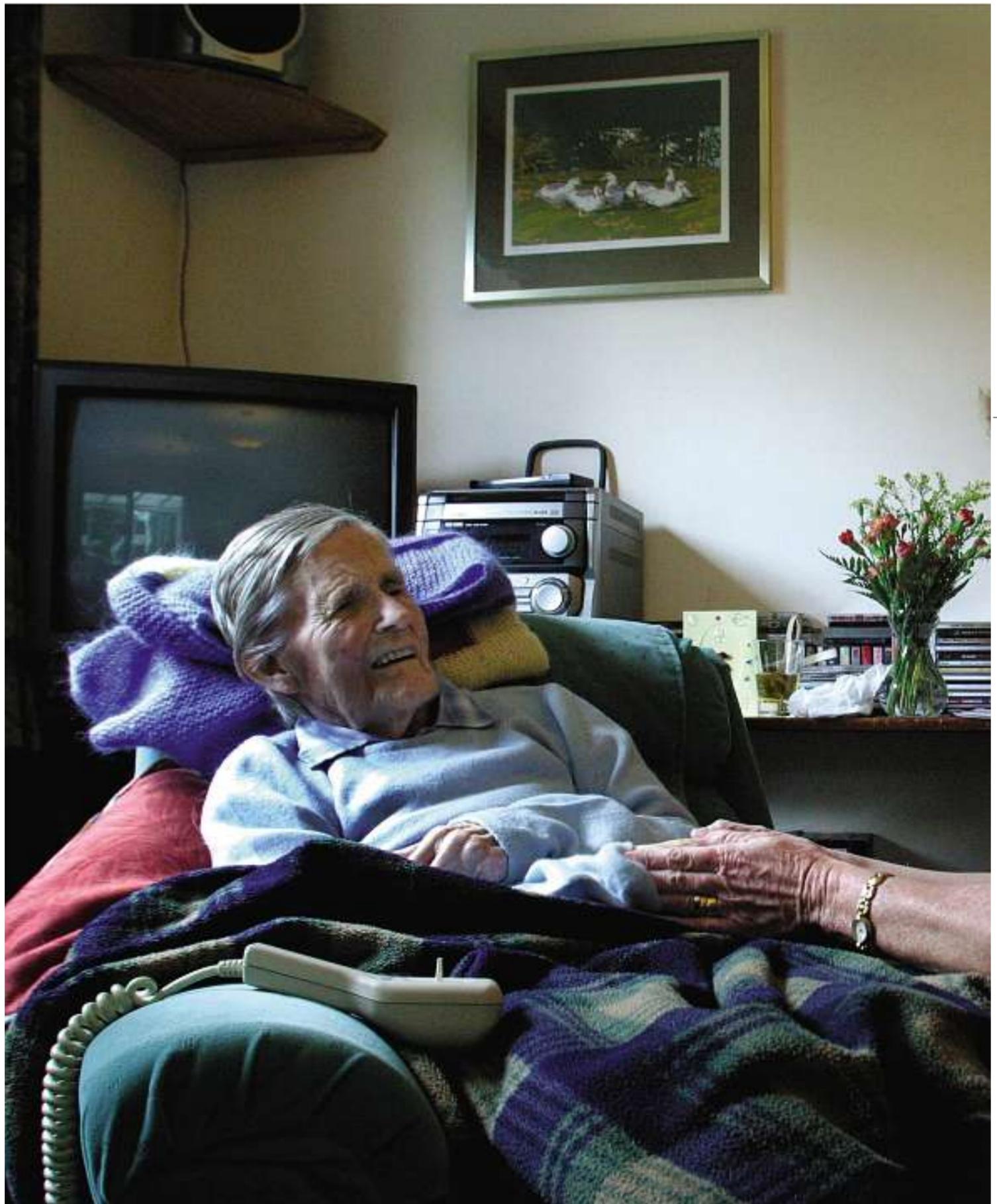
Well, Kemp House couldn't be more different from that. Although the patients at this small day hospice are all suffering from life-threatening illnesses, everyone here is very much alive, and the air is filled with laughter, jokes – some of them a little risqué – and the tempting smell of lunch. The patients (only seven or eight of them) come for a day or two each week under a 'respite care' scheme that gives their carers, usually family, a welcome break. There is a permanent paid team of managerial and nursing staff, and a 250-strong band of volunteers who regularly give their time to help with administration and patient daycare tasks. Some of them also help to run the coffee shop in Kidderminster Library and work in the Kemp House fundraising office just down the road.

For Linda Webley, Section Manager, wines and checkouts, at Waitrose Kidderminster, this place is like an old friend. It has been a source of comfort to Linda and her family – like many of the volunteers, she has lost a close relative who was cared for here – and now she, in turn, is helping the hospice to provide comfort and practical help for others in need.

Linda started helping at Kemp House after her father's death from cancer. He had been visiting the hospice two days a week for the last five months of his life. "Dad loved it here, even though he really wasn't sure about coming at first," she says. "He went on a canal trip with his Kemp House friends during the week before he died, and even visited the hospice on his last day. It gave him so much pleasure – and it was a lifeline for my mum."

During her long leave last year Linda volunteered to work at the hospice one day a week, but when she returned to Waitrose full-time after six months off she found that her busy schedule wouldn't allow her to continue. Managers at the branch suggested she apply for a GJT placement to enhance and develop her contribution – and she was delighted to hear that she had been successful.

Linda's work at Kemp House is varied. As well as helping out with the day-to-day jobs



CARE

her to spend more time there. Words: Olivia Daly Photographs: John Downing



ABOVE: Linda (right) and physiotherapist Karen Whitehouse with a patient

like serving lunch, making drinks, talking – and listening – to the patients, and driving people and equipment about, some of her time is spent helping Kate Harris, the hospice's Volunteer Services Co-ordinator, with administrative tasks such as arranging the weekly rota of volunteers. This seemingly dull job is vital. It involves phoning a long list of people, and Linda tackles it with her characteristic enthusiasm. "Nothing's ever a problem for Linda," says Kate with a smile. "She gives 100 per cent all the time and is always willing to get stuck in, even with the most boring jobs. She's very obliging and a real multi-tasker – she's wonderful!"

"I'm conscious, though, that we shouldn't let her take on all the mundane jobs, just because she's so willing," Kate continues. "Our benefits from the secondment scheme are obvious, but it's important that Linda gets plenty out of her placement here, too, so I've encouraged her to take on some bigger projects."

As a result, Linda has become involved with the popular craft sessions that serve as both entertainment and occupational therapy for the patients. The activities on offer include making and decorating greetings cards, painting on glass and arranging flowers, and the volunteers help those who can't manage so well. "I've never been particularly 'crafty'," says Linda, "but I had a go at glass painting at home and was very pleased with the results; I really love making cards, too. I've led the session a few times recently, and the patients seemed to enjoy it – I know I did!"

'Nothing's ever a problem for Linda. She gives 100 per cent all the time... she's wonderful!'

Linda also planned and held a music quiz for the patients – by all accounts it was a great hit – and, with help from another volunteer, she has reorganised the hospice's little library, installing a proper cross-referenced indexing system. "I know she has learnt a lot during her time here, and I've seen her confidence grow," says Kate. "Volunteers like Linda make my job worthwhile. I'm very proud of her."

Kemp House is relocating later this year to larger premises that will allow it to take many more patients. However, while the new hospice will undoubtedly be busier, with more people coming and going, more staff and even more volunteers helping out, it's sure to have the same very special atmosphere. That's what keeps Linda coming back week after week. "It's a pleasure to be here," she says. "It's exhausting, but so rewarding. The patients are wonderful – you can't help but be inspired by their humour and sense of purpose. And I feel Dad is with me here."

LESSONS IN LIFE

Senior Programmer Hanh Tat is passing on her experience of life to a younger generation. Words: Catherine Riley Photograph: Jonathan Root

The closest Hanh Tat has come to coaching footballers is yelling encouragement at her boyfriend (her boyfriend, by the way, was part of this year's championship-winning John Lewis Central team, so she must have been doing something right). Starting this month, however, she will be coaching a classroom of Football Academy boys as part of her secondment through the Golden Jubilee Trust (GJT). Hanh is not – thankfully – going to be teaching them stepovers and volleying. Instead, she has designed and will deliver a series of lessons in lifeskills, from CV writing to time management, to the boys at the Crown and Manor Boys' Club in Hoxton, East London (but not to the Club's resident cats pictured with her).

The Club was established more than a century ago to provide boys aged eight to 18 with sports facilities as well as opportunities to follow arts programmes, join in a homework club and visit theatres and galleries. There is also a full-time Football Academy for 16 to 18-year-olds, where boys can gain BTec qualifications and which also provides top-class football coaching and facilities.

"Without the Club, lots of the boys would drop out of the education system," Hanh explains. "The evening facilities give the younger boys a place to socialise as well as learn, while many of the full-time Academy students go on to university. Often, they're from underprivileged backgrounds and just wouldn't have these kind of opportunities available to them."

Helen Carter, John Lewis Direct, nominated the Club to join the GJT scheme, knowing it provides a vital space for learning, making friends, having fun. Her son now attends the junior section of the Club, while her family continues to be involved on an ad hoc basis.

"An advert was put up on the GJT website for a secondment to the Club," says Hanh. "I was immediately interested: I'd been thinking of ways to get more involved in helping people, and as soon as I learnt about the Club, it seemed like the right thing for me. I was just coming to the end of a major project at work too, so the timing was perfect for me to be more flexible – and my manager was really supportive."

Hanh spends two days a week working for the Club, two hours of which are teaching, as part of her three-month long placement. "I've prepared a training package with the help of the Club

manager Richard Allen. We focused on six key areas: CV writing, interview techniques, job-searching, telephone skills, time management and team working." The six lessons they have designed provide a comprehensive training package that can be used again and again by the Club's volunteers. "My teaching notes, as well as the detailed student booklets, should provide enough information for anyone to step in and teach the course, and now that it has been set up it can run every year."

Hanh's biggest challenge, she says, comes after this preparatory stage. "I will actually be teaching the boys for an hour a week, which is something I have absolutely no experience of – and I'm terrified! There'll be an hour-long lesson on each topic and support materials to take away – they are already studying for their BTec qualifications, so I can't take up too much of their learning time."

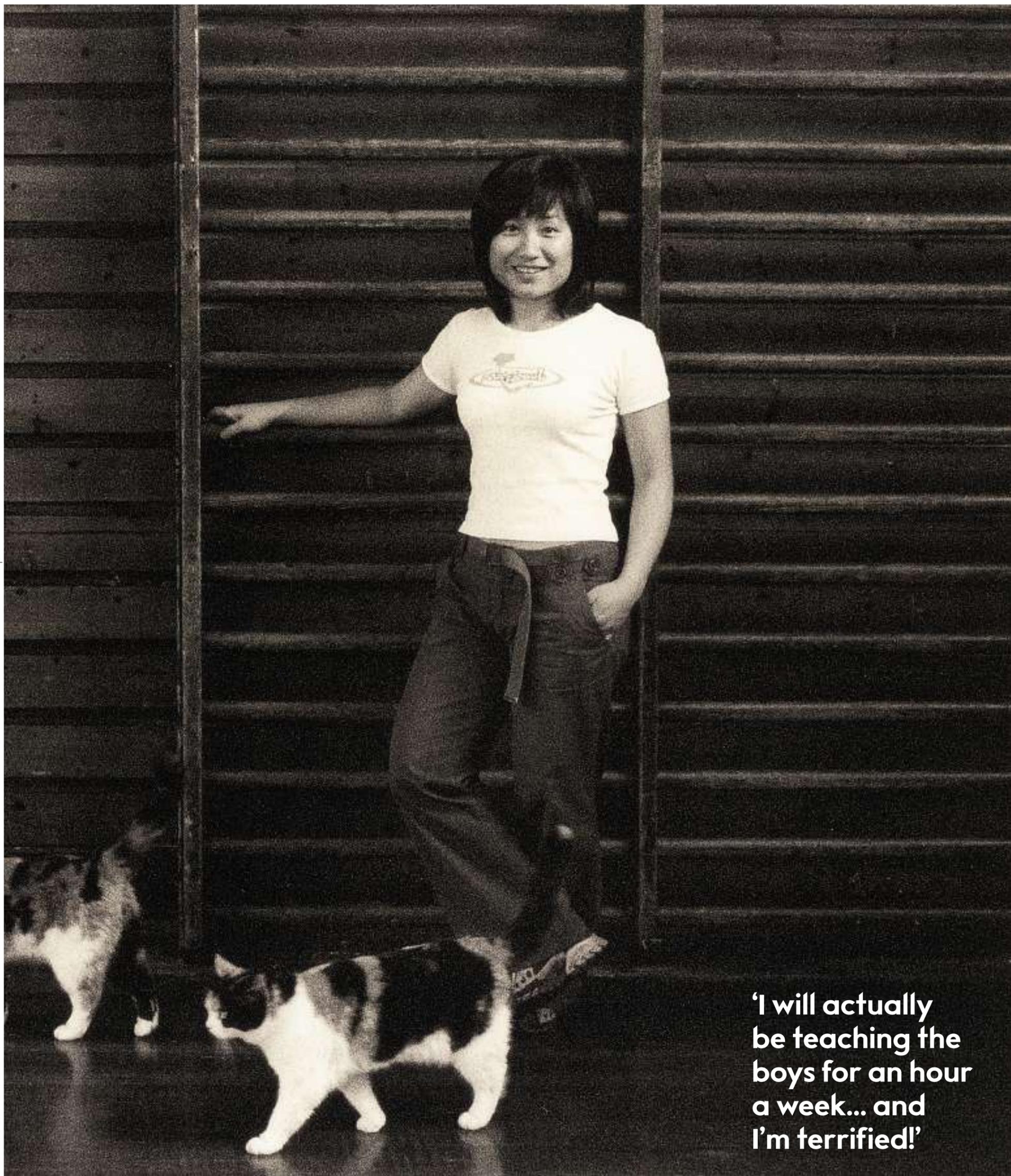
In spite of her nerves, Hanh is looking forward to hearing about the boys' ambitions and how the Club has helped them. "It'll be great to hear what the boys think about the course too, and whether they think it will help them. I'm really keen to hear their feedback – as long as they're not too mean about my teaching!"

Hanh has drawn heavily on her Management Services' skills. "With things like designing the presentation package, I used software I'm familiar with at work. My experience also helped enormously when I was thinking about time management and team-working, and preparing classes helped me develop my own ability to write concisely and put ideas across in an accessible way."

Hanh also hopes her classes will provide a facility the boys might not get elsewhere. "I know I didn't get any training on life skills in this way – I was never taught how to write a CV or prepare for an interview, so I suppose I muddled my way through to my job at John Lewis! I'm very pleased to be able to offer the boys this help. I think it will be really useful for them – if not now, then in a few years when they're moving on from education to employment."

And it will be time soon for Hanh to move on, as her run of teaching comes to an end in July. "I'll be sad to leave the Club as I've had a terrific time there and met some amazing people," she says. "But I'm also looking forward to new challenges at work, as I am moving to a different team, and will have lots to keep me busy." But this won't mean the end of her connection with the Club. "I'm already thinking of staying on as a volunteer – although I definitely won't be getting involved in the football coaching!"





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GOLDEN JUBILEE TRUST



WILD AT HEART

Richard Lythgoe's six-month secondment at an RSPCA hospital led to some very close encounters of the furry - and

Not everyone at the RSPCA's Norfolk Wildlife Hospital appreciated Richard Lythgoe's help during his recent secondment under the Golden Jubilee Trust scheme.

An encounter with an aggressive grey seal left him counting his fingers at the local casualty department - perhaps not the kind of hand feeding he had planned!

Ungrateful seals aside, Richard's six-month attachment was a great success. Alison Charles, who manages the hospital at East Winch near King's Lynn, says that the dedication and hard work of the Customer Services Advisor from John Lewis Peterborough made a huge difference to the running of the hospital.

"It was a real bonus getting an extra person because we never have enough workers to go

round," she comments. "And there certainly must be a good work ethic at John Lewis, because Richard really applied himself. He never complained about carrying out even the smelliest tasks - and we have lots of those!"

When the Partnership released Richard to the hospital last September, Alison and her team were struggling to contend with scores of swans and seals and hundreds of hedgehogs, as well as a host of other injured or orphaned animals. At one point during Richard's secondment, 180 oiled swans were admitted.

Around 6,000 creatures a year pass through the hospital, but budget constraints mean that permanent staff have recently been cut from 20 to 15. Volunteers are therefore vital to the effort, but typically they can give only a day a week. Alison stresses how much more valuable an unbroken period of six months is when providing animal care on a shoestring.

Richard admits that working at a charity-

funded hospital made him appreciate what it is like to be on a really tight budget. "The Partnership doesn't exactly throw its money away, but the hospital is constantly struggling. It costs £7,000 to rehabilitate one seal."

The hospital is close to one of the largest populations of common seals in the UK, with some 2,000 living around the Norfolk coast. As a result, they and their grey seal cousins form a large part of the caseload. As with all the patients, the hospital's primary function is to get them back into the wild as soon as possible - and with minimum human contact.

"Our policy is very much hands off," says Alison. "We don't want the animals becoming tame or associating humans with food." They have to be hand-fed in their early days at the hospital, however, when they are weak, and this was when Richard came to grief.

"I had been doing it for a couple of months," he says, "and perhaps I got a bit too

confident. It was a bit of a nasty bite, and seals carry a lot of bacteria in their mouths, so I had to attend casualty as a precaution." The experience didn't put Richard off, however, and he was soon back to work.

Both Alison and Richard admit to the need for thick skin when working with injured and sick animals - and not just because they bite. Some volunteers (or potential volunteers) can't cope with the idea of "cuddly animals dying".

Richard agrees that it was very hard, on his arrival, to accept that many of the animals couldn't be saved. However, he soon learnt not to form an emotional bond with patients, as they would either be released or succumb to their injuries or diseases.

He explains that he had always wanted to work with animals. "The RSPCA was the obvious organisation. This hospital has the reputation of being one of the best - and it was in the right area." However, Richard



MAIN PICTURE: Richard Lythgoe helps manager Alison Charles to feed a baby rabbit during his secondment at the RSPCA hospital near King's Lynn in Norfolk. **CLOCKWISE FROM LEFT:** a baby hedgehog – or, properly, a 'hoglet'; Richard feeds some of the common and grey seals that live on the Norfolk coastline and frequently need the hospital's care; a young deer; Richard got stuck in to the dirty, smelly jobs during his secondment, not just the enjoyable ones, and here takes his turn at scrubbing floors



feathered - kind Words: Marion Scott Photographs: John Downing

initially found it daunting, "not knowing anyone or anything". The first few weeks were also extremely tiring, as the job of "cleaning and carrying struggling swans or seals" is very physical compared with his normal duties in John Lewis Peterborough's customer service centre.

Even when large animals weren't involved, the work was relentless. Richard took his turn looking after the orphaned fledgling birds, which meant feeding them every 20 minutes. "It's like painting the Forth Road Bridge," he says. "Once you get to the end of the room you go straight back to the beginning – with the birds squeaking at you constantly as you go."

The feeling of achievement when a bird or mammal was released successfully was clearly the biggest motivation and reward for Richard. Towards the end of his stay with the RSPCA he went out into the Wash (the body of water off Norfolk comprising salt-marsh and mudflats) with other team members to release seals back into the wild. "A group of seals came right up to the boat, and it was almost as though they had come to escort their companions back into the sea. It was lovely to see them all swim away together."

In a new initiative, the hospital is tracking six released seals via transmitter tags. The latest news is that two have come into Blakeney on the north Norfolk coast, one is

holidaying in France, the fourth is on the south coast, and the other two are in the Wash. The hospital hopes to be able to raise enough money to track tawny owls and kestrels, too, a particular interest of Richard's.

The hospital deals with a succession of injured owls, kestrels, sparrowhawks and even the occasional peregrine falcon. As Richard comments, "You don't often get the chance to observe them up close. Working with them provides a greater appreciation of their role and behaviour in the wild."

The Golden Jubilee Trust scheme fulfilled Richard's lifelong ambition to play an active role in animal welfare. As for the hospital, Alison Charles got the unrestricted and free

use of a young, able and enthusiastic worker for six months during a period when there were too many patients and too few staff. Instead of assisting merely in administration or peripheral tasks, Richard applied himself to virtually all areas of animal welfare, from cleaning, feeding and nursing to supervision in the isolation area.

"I couldn't believe that we were being offered someone free for six months," says Alison. "At first I thought, 'there's no such thing as a free lunch', but it turned out not to be true. Richard's contribution was very important. We had a complete commitment for six months – and now he comes back on his days off."

Richard made good friends at East Winch (except for that seal), but was also able to share the experience with Partnership colleagues in Peterborough through his photos and many 'tails of the unexpected'.

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GOLDEN JUBILEE TRUST



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FRESH FIELDS

Stepping outside the Partnership to work for Moorfields Eye Hospital has opened up new horizons for Oxford Street Partner Anne Kemp. Words: Kate Konopicky
Photograph: Jonathan Root

Anne Kemp, Sales Assistant in Haberdashery, John Lewis Oxford Street, has something new in her life – working in a shop. “Oh, it’s very different from here!” she is quick to point out about her work for the Friends of Moorfields Eye Hospital. As well as staffing the till in the charity’s shop, Anne is also involved in the financial side, looking after patients trying to find their way around the hospital and generally helping out. “I’m going to be carrying a collecting tin outside Liverpool Street Station as well, and I’m actually looking forward to it!” she adds. Now that really is something different.

Anne’s chosen charity is attached to the world’s oldest and largest specialist eye hospital. Opened in 1805 the hospital’s main focus is the treatment and care of NHS patients with a wide range of eye problems from common complaints like cataracts to rare conditions which need treatments not available elsewhere in the UK. The Friends of Moorfields is a registered charity, founded in 1963, to raise funds to help provide supplementary services and equipment for patients and their visitors.

Anne has had cause to use Moorfields herself, and was keen to “do something for them” in return. “Everybody knows Moorfields,” she says. “Practically everybody I speak to seems to have used it, or knows someone who has used it, at some time. The other day I even met someone who works here, who was in the hospital with her mother.” When Anne was first made aware of the Golden Jubilee Trust scheme she thought it was a brilliant idea, and when the chance to apply came round again she was ready with her application form. “It wasn’t difficult to fill out the form,” she says. “I knew exactly what I wanted to do and that made it easy. People think it’s difficult to apply, but I say, if you’ve got an idea – go for it! I get plenty of colleagues saying to me ‘Well done’ for doing this, but they could do the same thing themselves. Lots of people have said they’d *like* to do it – but they can’t! I’d encourage more Partners to have a go – I’ll talk to anybody who wants to find out about it.” The fact that she is able to spend time working for a good cause gives Anne a real sense of satisfaction: “After all, you never know what’s going to happen to you in your life.”

The charity has undoubtedly gained from Anne’s six-month stint of working there, four hours a week. Tony Willoughby, Director of the Friends of Moorfields, commented: “Anne is a very welcome addition to our volunteer staff, coping admirably with office routine then displaying her retail skills to offer a welcome at the shop counter. We are most grateful to her and to the GJT scheme. If there’s any chance of keeping her for a longer period, we would be delighted!”

Anne herself, after some initial nervousness about working in a different environment, has really got into her stride: “I’ve definitely brought my retailing skills to bear on the work at Moorfields,” says Anne. “It’s not just the till work – I think I’m a very patient person with customers at John Lewis and in the hospital you have to be even more so. You can’t rush people – Moorfields is a big place and if someone isn’t sure how to find their clinic you can’t just tell them where it is, you have to take them.” And if Moorfields has benefited, Anne’s charity work has also touched her own life in more ways than one. “Having spent all my working life in the Partnership I really wanted to try something different, to get to see other things. This experience has been really good for me, it’s made me think about all sorts of other issues and really given me a different perspective on life. Also, I’m doing an NVQ in customer service, so my Moorfields work has helped with that as well, as it’s another side to customer service.” When Anne’s placement finishes in August she definitely wants to keep up her association with the Friends of Moorfields and has already started exploring other possibilities that will broaden her horizons even more. As she says, go for it!

BORNEO TO BE

Teresa Wood used her previous experience in conservation in Borneo to support her application for a Golden Jubilee

Every Thursday and Friday Teresa Wood swaps her computer at Waitrose Bracknell for a pair of boots in which to trudge through the Berks Wildlife Trust's nature reserve in Maidenhead. She has been seconded to the Berks, Bucks and Oxon Wildlife Trust (BBOWT) for two days a week for six months through the Partnership's Golden Jubilee Trust scheme.

In fact, the boots are only part of the story. As well as practical work coppicing, clearing paths and auditing wildlife, Teresa has also been responsible for developing an action plan that will help the BBOWT make more effective use of staff and volunteer groups, and spend more time in the field. The skills she uses in her job as Department Manager, Ordering Performance, Selling Support, make her perfect for the role.

"My job at Waitrose involves analysing sales data to work out how we need to tweak the ordering system to get the right levels of stock into the shops," she explains. "Working at Bracknell has developed my report writing, consultation and strategic planning skills, all relevant to my role with the BBOWT."

"The charity had previously engaged consultants to draw up a management plan, but it needed to be clearer and more focused in terms of what tasks needed to be done and when. My job has been to draw up an action plan that is broken down into time periods and habitat areas, and to agree a timescale for completion of the tasks."

Teresa assessed that two days a week would be adequate to develop the action plan. "I wanted to be able to devote enough time to be useful to the charity, but also to fit in my workload at Waitrose," she explains.

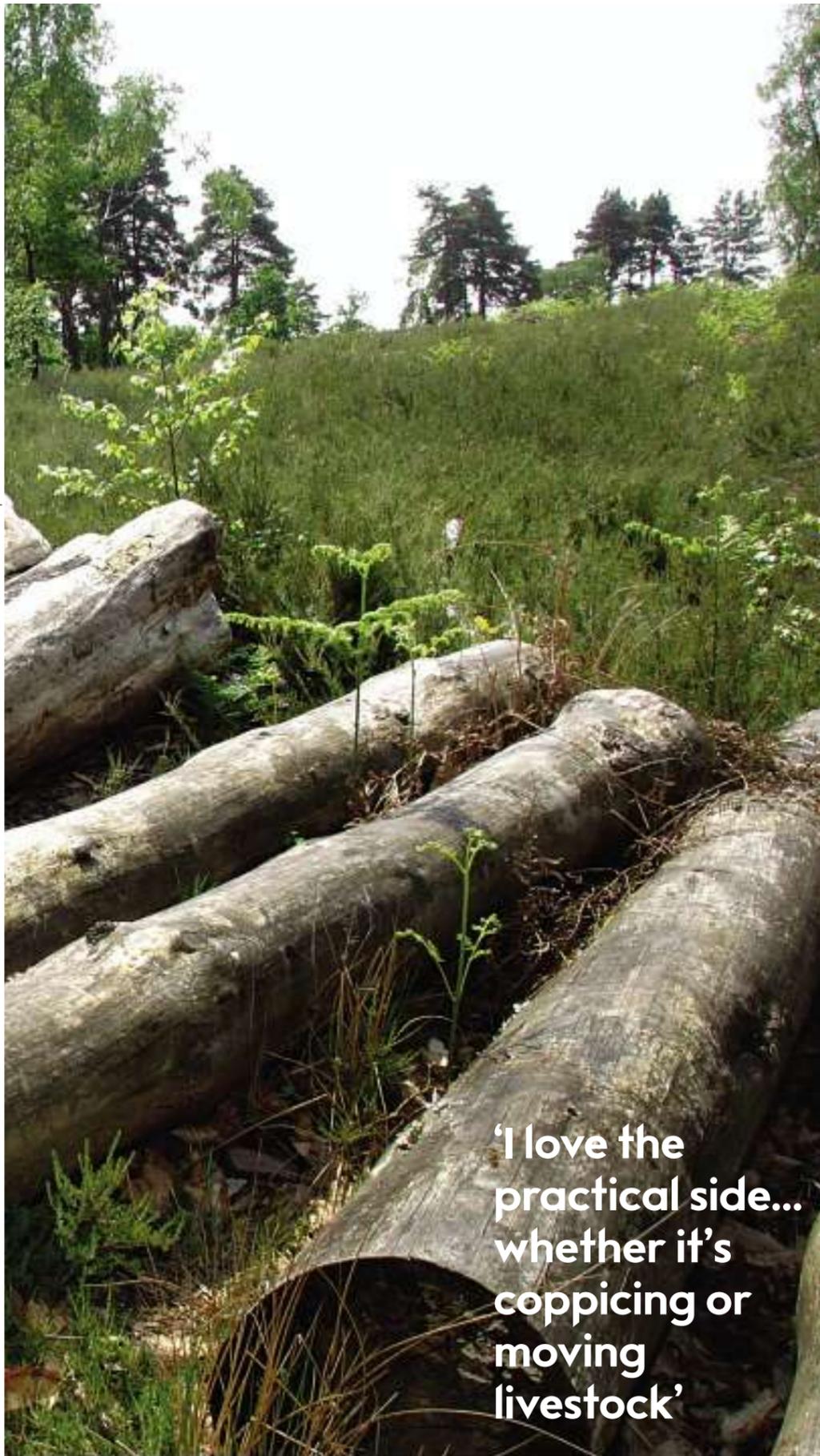
The secondment has been long enough for Teresa to see the results of her hard work. One of the aims of the Wildlife Trust is to demonstrate annual measurable wildlife gains, and Teresa has found it immensely satisfying to see how "the hard labour of winter has given way to the fruits of summer. For example, bluebells springing up in an area we had cleared, and butterflies appearing along footpaths that we had widened."

So what has she found most satisfying about the experience? "I love the practical side of the secondment, whether it's coppicing or moving livestock on the reserve. But I'm also pleased that I will have left something very specific behind in the form of the action plan – I feel it lends more credence to being a volunteer."



RKSHIRE

Trust secondment Words: Marion Scott Photographs: John Downing



'I love the practical side... whether it's coppicing or moving livestock'



Teresa has been spending two days a week on a nature reserve in Maidenhead

HOW TO FILL OUT THE FORM

Teresa Wood knew exactly how she would treat her application for a Golden Jubilee Trust secondment. "I viewed it as a job application," she says, "and that meant doing my homework about the charity I wanted to help, filling in the application form as clearly and accurately as possible, and writing the most persuasive covering letter I could."

Teresa began by looking at the Golden Jubilee Trust site on the intranet to see what sort of awards were being made, and then asking for further information on the scheme. "I wanted to make sure that I knew what was going on in the Golden Jubilee Trust world," she explains.

Early on, Teresa also told her boss that she was planning to apply for an award, since she felt it was only fair to keep him in the picture. "He was very supportive," she says.

The next stage was to identify the charity she wanted to help (for Partners who don't have a particular organisation in mind, specific opportunities are advertised on the intranet). Having taken a year out from university to work in Borneo in a conservation role, Teresa was keen to get more involved in environmental/wildlife activities, and she pinpointed the Berks, Bucks and Oxon Wildlife Trust (BBOWT).

She found out as much about the charity's aims and objectives as she could, and then wrote a letter introducing herself and the Golden Jubilee Trust, describing

her skills and asking the charity whether it might be interested in her for a secondment. She followed that up with a phone call, and subsequently visited the BBOWT to discuss whether it had a particular task with which it needed help.

"It took me quite a few weeks to pull all the information together," says Teresa, "and I made several photocopies of the application form so that if I made a mistake or decided I could improve it in some way, I could start again."

In presenting her case, Teresa argued that her professional skills would help her draw up the action plan the BBOWT needed, and she also highlighted her previous experience in the conservation field in Borneo. She pointed out that she felt confident enough in her Partnership role to take time out, and to be able to juggle two jobs.

"I treated it as a job application because that's what it was – I was applying for a job with the BBOWT," she says. "My view was that the Golden Jubilee Trust would know that if I had made an effort with the application form, I would make an effort in the job."

Details about the Golden Jubilee Trust award scheme are available on the JLPnet under Partnership/Information/The Golden Jubilee Trust, or contact your branch, or the Waitrose divisional, charities secretary. They have Trust application packs and can help and advise you.

GOLDEN JUBILEE TRUST

Keen to do some work for charity,
Labake Teidi just needed to find the right
organisation that would benefit from her
computer skills
Words: Jacqueline Mair
Photograph: Jonathan Root

A talk by Eleanor Pitts, Director of Berkshire Women's Aid, was the catalyst that led to Labake Teidi leaving 'Partner world' to spend six months creating a more efficient computer system to help the charity in its work with women fleeing domestic violence. "I had read in the *Gazette* about the interesting and useful projects undertaken by Golden Jubilee secondees and decided it was something I'd like to do," explains Labake, a Systems Analyst based at Bracknell. "But I needed to find the right project. I had to find a charity that I wanted to support as well as one that would benefit from my skills."

Her search was ended when she heard Eleanor Pitts' inspirational talk. "I spoke to her for about two hours that evening and was very impressed with the work the charity was doing. We talked about her organisation and about the IT solutions I could offer. She wanted to improve the charity's database so it was easier to access information and I knew I could help."

Berkshire Women's Aid runs six refuges across the Reading, Wokingham, Bracknell and Newbury areas for women fleeing domestic violence and also run an Outreach service which provides confidential support and advice for women who are experiencing violence at home but do not want to come to a refuge. Labake was based at the charity's headquarters in Reading but also visited refuges and the drop-in centre. "It was important that I saw how the charity operated at ground level and had some understanding of the work it was doing. I was very impressed with the refuges. They were happy places, which I didn't expect, but it was pointed out to me that just because they were sheltered accommodation it didn't mean they had to be miserable. They are also called houses rather than refuges to emphasise that they are temporary homes for the women and children who need them." The charity deals mostly with domestic violence and abuse and creating a secure database was top of Labake's working brief. "The charity had to be able to get all the information it needed from its various houses across Berkshire into its central base at Reading without compromising security, but at the same time it had to be user-friendly," she explains. "I wanted to create a system that would help them to do their work better."

"The old system was a bit cumbersome and they were having difficulty collating all the information they received. I had to look at ways to store the information and how to access it. It had to be simple to use and simple to understand, which made it more difficult for me."

Labake was seconded to the charity full time for 26 weeks. "It was quite odd to step out of my usual job and into a different world – everything at the charity was on a much smaller scale. The timing was good for me, as I had just come to the end of a project and could leave everything finished and tidy and when I went back to work I joined a new project."

Labake found her secondment a steep learning curve. "Working as an analyst my job is very defined, but working for the charity I stepped out of that box and tried all sorts of things. It was a very small project and I worked on development, design, implementation and training. I had a chance to learn different skills including what I would call 'soft' skills – or how to step delicately when you are asking someone who has used one system for years to give your system a chance."

Labake has been in the Partnership just over three years and is keen to point out that there is no formal 'length of service' restriction on Golden Jubilee candidates. There are also plenty of opportunities for people with less specialised skills than hers to take part. "For a long time I had been thinking about working with a charity but I was kick-started into doing something about it when I read about past GJT candidates and I couldn't believe what a wonderful opportunity I was being offered," says Labake. "I benefited from my six months with Berkshire Women's Aid, the charity benefited from my work, and the Partnership has benefited from a good corporate image as well as my new, more diverse skills."

DATA DAYS





'I couldn't believe what a wonderful opportunity I was being offered'

NAME AND BRANCH SPRING 2003	CHARITY AND OUTLINE OF SECONDMENT	DURATION
BARBARA BARROW John Lewis Bluewater Electrical	The Citizens' Advice Bureau provides free, confidential information to all. The Dartford branch runs a county court desk offering advice on repossessions. Barbara conducted an independent study to determine the type of CAB scheme required at Dartford County Court. She has since become a volunteer member of the charity's management committee.	2 days a week for 6 months
MARIE BROOKS John Lewis Liverpool Customer Services	The Linda McCartney Centre Forget-me-not Appeal raises funds for cancer treatment, research and care at the Linda McCartney Centre. The charity needed Marie's experience in setting up a new shop. She also worked within its small team in organising fundraising events, talking to patients and families and promoting the charity to local businesses.	Full time for 6 months
GILLIAN CHAPMAN John Lewis Kingston Branch Council Clerk	Friends of the Oxford Botanic Gardens offers support for the educational facility through volunteering and fundraising activities. To raise its profile and attract more donations, the charity asked for an "outside eye" to review working practices and produce a strategic plan for the next decade. Gillian's experience of office procedures – and of the gardens as a Friend – ideally suited her to the role. She plans to continue the contact in her retirement.	1 day a week for 6 months
NINA COLE John Lewis Milton Keynes Haberdashery	Slated Row School is a special school aiming for each pupil to be a valued member of their community and to have the chance to achieve success. Experienced as a voluntary assistant at her local infant school, Nina was well qualified for her task when the school needed extra help to improve children's reading skills. She was also able to assist in PTA fundraising activities for a replacement minibuss and to help in areas of speech and craftwork.	Full time for 15 weeks
JOANNA DAVIES Waitrose Waterlooville Checkouts	Off the Record is a charity that offers free counselling and support to young people aged 11 to 25 across Havant and Portsmouth. Through her experience as a volunteer with the charity, Joanna knew it wanted to develop an outreach service for the deprived area. She was also able to help with training projects, induction for new volunteers and profile raising through Off the Record's 25th-anniversary celebrations.	20 hours a week for 6 months
MICHELE FORDE Caleys Visual Merchandising	The British Red Cross supplies emergency aid at times of natural and man-made disaster. It also delivers first aid at public events using trained and skilled volunteers. A long-term part-time first-aider and volunteer, Michele helped as a first-aider in a team of volunteers at the annual Womad festival in Reading.	Full time for 1 week
NICK FRAYNE JL Blakelands Stevenage Despatch	Nick had originally requested a six-month secondment with Age Concern Milton Keynes, but the trustees initially gave him three months. His request for extra time was to help meet the demands of a project offering assistance to infirm elderly people with tending their gardens. Such requests for help are greater than the charity's ability to deliver, particularly as many volunteers do not have the fitness of younger people and are unable to perform the more demanding physical tasks.	Full time for a further 3 months
KATHLEEN GREENE Herbert Parkinson Machinist	Help the Aged promotes the well-being of older people by working with them to identify needs and to provide high-quality flexible services. Kathleen's secondment provided regular social contact with socially isolated and vulnerable older people by visiting them in their homes. She also helped in the charity's shop and has continued her involvement in her retirement.	3 days a week for 6 months
TOBY HAMPTON John Lewis Victoria Linens Buying	Action on Pre-Eclampsia raises awareness and provides support for sufferers of this potentially fatal complication of pregnancy. Responding to the opportunity advertised on JLPnet, Toby had the admin and media liaison skills the charity required for a campaign to inform pregnant mothers of the dangers of the condition but the ease with which it can be detected through a blood pressure check. Sites were set up in key locations offering on-the-spot checks by midwives.	Full time for 6 weeks
DEREK HOLLOWAY John Lewis Milton Keynes Goods Handling	Salto Gymnastics Club is a charity that aims to advance the education of young people by providing training in gymnastic sports for all abilities. Derek worked as a mentor for young people who had offended or were at risk of doing so, helping them to examine their behaviour and its effect on the community.	Full time for 8 weeks
STEPHEN HESS Waitrose Barnet Partners' Dining Room	Mildmay Hospital UK is an independent Christian charity providing palliative care and rehabilitation for people affected by HIV/Aids. Stephen, who already had experience as a volunteer at the hospital, complemented the work of full-time staff in taking clients to the hospital, collecting drugs and joining in other daily activities.	Full time for 6 months
CAROLYN LEATHERWOOD John Lewis Kingston Lighting	Refugee Action Kingston (RAK) provides help for refugees and asylum-seekers in Kingston upon Thames. The charity is supported by both the branch and Carolyn personally. RAK's summer play scheme offers activities to children with the greatest need. She helped to advertise the scheme and maximise its benefits during its four-week duration.	2 days a week for 2 weeks and 3 days a week for 4 weeks
RICHARD LYTHGOE John Lewis Peterborough Customer Services Call Centre	RSPCA Norfolk Wildlife Hospital prevents cruelty to animals and cares for sick animals for rehabilitation. It relies heavily on volunteers for its operation. Richard, a Friend of the RSPCA for many years, was able to develop his interest in animals and their behaviour on his secondment. In addition to the duties of caring for sick wildlife, fielding telephone enquiries and collating statistics, he supported the orphan-rearing team for birds and small mammals.	Full time for 6 months
BRIAN MAXWELL John Lewis High Wycombe Stock-keeper	Friends of Florence Nightingale House provides support for the Aylesbury-based hospice. At the end of last year, volunteer drivers aged over 70 had to retire and the hospice set up a special campaign to recruit 15 people. Brian responded to that appeal. In between the driving, he performed general duties and helped in any way he could.	1 day a week for 6 months
SARAH PARKER Waitrose Hythe Administration	Dave Lees Happy Holidays provides holidays for sick, disabled and underprivileged children and their families who live in Kent. Sarah worked alongside other volunteers in organising fundraising events in the county. She has worked with the charity in her own time and also successfully nominated it for a £250 Waitrose donation.	1 day a week for 6 months
JANE RACKHAM John Lewis Southampton Branch Systems Adviser	Shirley Baptist Church Social Action Programme works to relieve need and enhance the quality of life of the residents of the local community. Jane's role was to set up, where possible, a lunch club and activities for the elderly, a group for ethnic minorities including a language class, citizens' advice sessions, mothers' and toddlers' groups; and to improve facilities to hold supervised meetings for absent parents to visit their children.	Full time for 6 months
CHRISTIAN ROBERTS John Lewis Nottingham Electrical	The Duke of Edinburgh Award Scheme provides a challenging programme of personal development for young people. Christian went on secondment to provide admin/PR and liaison work. Already qualified in the area, he also helped with navigation training for the candidates and acted as safety officer during expeditions.	1 day a week for 26 weeks
LABAKE TEIDI Waitrose Systems	Berkshire Women's Aid provides refuge accommodation for women and their children facing domestic abuse. It needed an IT expert to improve the collation of statistics by setting up databases and to develop a project to set up a web message board and chat room. Labake was well qualified for the role – for which the charity had neither the skills nor the finances.	Full time for 23 weeks
JANICE WEBSTER Peter Jones Personal Shopping	Westminster Advocacy Service for Senior Residents provides support for all people living in the borough aged over 60 who are unable to represent themselves to the authorities. The charity required help in researching and completing bids for fundraising to grant-making bodies, and Janice was experienced in this role through her previous work as a volunteer. She received an award from the Lord Mayor of Westminster in December in recognition of her services to the community.	5 hours a week for 6 months
MUHAMMAD YAQUB John Lewis Peterborough Shop Warehousing	Highlees Primary School has few pupils from ethnic minorities and the headteacher was keen to encourage knowledge and understanding about world religions and cultures. Working with staff and pupils in groups and whole school assemblies on secondment with the Peterborough Mosque Trust, Muhammad incorporated the principle of equality to help children make informed decisions and play their part in forming a peaceful multicultural society.	3 days a week for 6 months

TABLE OF SECONDMENTS

NAME AND BRANCH AUTUMN 2003	CHARITY AND OUTLINE OF SECONDMENT	DURATION
JANE ATKIN John Lewis Sheffield Lingerie/Beachwear	Marie Curie Cancer Care provides nursing to give terminally ill people the choice of dying at home supported by their families. Branch links in the Sheffield area brought the request for help on the charity's wide-ranging Fields of Hope project to Jane's attention. Her role was to develop links with the local community, raise funds and give educational presentations at schools in the area.	Full time for 6 months
TREVOR AUSTIN John Lewis Bluewater Debit and IBT Pool	Kent Wildlife Trust aims to secure a better future for the wildlife of the county. In doing so, it wants to help people to enjoy and understand their local wildlife and habitats and to take action to conserve and enhance them. Trevor helped in practical habitat management across different sites including Oare Marshes, Darland Banks and a variety of nature reserves in the west of the county.	3 days a week for 6 months
SUSAN BAILEY John Lewis Bluewater Partners' Dining Room	The MS Society aims to support and relieve all people affected by multiple sclerosis, the most common neurological disorder among young adults. Most of the committee of the Maidstone and district branch of the MS Society have the disorder and are restricted physically. A non-disabled volunteer was required to identify and quantify the unsatisfied support needs of people with MS in the area and to set out strategies for meeting those needs. Susan's secondment enabled the assessment of this data and subsequent home visits to take place.	2 days a week for 6 months
DIANE CHRISTIAN John Lewis Liverpool Haberdashery	The Speke Garston Domestic Violence Project aims to provide a free service that is confidential, sensitive and aimed at the needs of women and children who are experiencing, or who have experienced, domestic violence. Diane, who had already undertaken and passed the volunteer training programme, wanted to put it to maximum use. Through the secondment she helped to staff a helpline, assisted in a self-help group, offered clerical support and attended meetings and network events.	3 days a week for 6 months
SUSAN DHRIF John Lewis Milton Keynes Goods Handling	BASIC offers support services to people recovering from brain and spinal injuries. The branch charities committee placed BASIC's request for a secondment in the branch <i>Chronicle</i> and Sue's was the successful response. Family circumstances had provided her with knowledge and empathy for the charity's work. She sourced and received donations of furniture, funds and other items to complete the extension to BASIC's premises, which will allow more people to use the centre and also offer training and meeting facilities for other smaller charities for disabled people.	2 days a week for 17 weeks
JANE ELLISON Central Offices Customer Database	Sing for Pleasure's main activity is educating and coaching young people – many from deprived backgrounds – in singing and conducting, to equip them with skills that can be readily applied throughout their lives. Through the establishment of a sustainable fundraising, marketing, press and PR strategy, the charity was enabled, by the close of the secondment, to continue at a much improved level. The need for a secondment was highlighted by a Partner and Jane was uniquely qualified to undertake the role because of her interpersonal skills and experience in both the marketing and musical fields.	3 days a week for 6 months
CARL ENGDAHL John Lewis Peterborough Customer Services Call Centre	Winged Fellowship Trust aims to provide respite for carers and high-quality holidays for people with physical disabilities. Carl experienced the work of the charity as a branch nominee on a Prince's Trust volunteering placement and he became determined to offer more to the organisation if he could. Support was given in blocks of two weeks when the carer/buddy supported the guest by assisting with personal care, feeding those who required assistance, accompanying them on outings, serving meals and generally helping in the running of the centre.	Full time for 4 2-week periods
ALISON HESS John Lewis Liverpool Gifts	The Alder Centre offers support for anyone who has been affected by the death of a child. Alison wanted to use her personal experience to help others in a similar situation, and the Alder Centre was seeking to recruit bereaved parents as volunteers. The charity enthusiastically welcomed Alison's administrative and management skills, which it used in its fundraising and promotional activities. A possible development might be for in-house training to be given for Alison to become a telephone helpline advisor.	Full time for 6 months
ANNE KEMP John Lewis Oxford Street Haberdashery	Friends of Moorfields seeks to support the work of the eye hospital in all possible ways. Anne's personal contribution to the secondment – providing reliable assistance for the administration team and in the hospital shop – was enhanced by the customer service skills gained through her work at John Lewis.	4 hours a week for 6 months
CHRISTINE RAY Waitrose Longfield Admin/Office	Lions Hospice provides specialist care, advice and support for people in the Dartford area with life-shortening illnesses. The secondment was to provide administrative support in the finance office where skilled assistance was required to assist with additional work as new budgetary control systems were implemented. Christine's cash office and administrative experience provided a perfect skills match for this role.	2 days a week for 6 months
HANH TAT Central Offices Management Services, JCL Systems	The Crown and Manor Club is a well established youth club for activities such as football, boxing and arts and crafts. It includes an international football academy for 16- to 19-year-olds who are often at risk of dropping out of education. Most students are poorly trained in life skills. This was another secondment requested through a Partner's personal involvement with a charity. It was advertised on JLPnet and Hanh's application was successful. She set in place an ongoing training programme for the young men, covering topics such as CV writing, telephone etiquette and responsibilities to employers.	2 days a week for 13 weeks
KIRAN VAGHELA John Lewis Brent Cross Fitted Kitchens	The Samaritans was set up 50 years ago to provide confidential emotional support for people experiencing distress or despair. Brent Samaritans approached the branch for help with a project aimed at improving recruitment. All volunteers are trained to relate to callers, whatever their culture, but the charity believes there would be benefits if the branch's ethnic profile matched the population more closely. Kiran reviewed materials, methods and policies, held discussions with existing volunteers, interacted with local people and explored the potential for closer links with other organisations.	2 days a week for 6 months
LINDA WEBLEY Waitrose Kidderminster Checkouts and Wines	Kemp House aims to enhance the quality of life of patients with advanced disease through a day-care centre; an information service; respite care in patients' own homes via trained volunteers; and a bereavement support scheme. Volunteers are used to complement the care provided by the clinical staff. Linda's branch has supported the hospice through fundraising activities over the past six years and branch management prompted her GJT application. Linda had also experienced Kemp's care at a personal level, and she spent a day every week of her long leave helping in the day centre. She has since undertaken further training and has also qualified as a volunteer driver. The secondment enabled her to extend her role to include support for the administration team and in driving patients.	1 day a week for 6 months
TERESA WOOD Waitrose Bracknell Selling Support	Berks, Bucks and Oxon Wildlife Trust (BBOWT) aims to create a better future for wildlife by motivating people to take action, safeguarding species through nature reserves, the preservation and/or restoration of habitats and the demonstration of annual measurable wildlife gains. BBOWT wants to spend more time in the field, and to facilitate this and to make most effective use of staff and volunteer groups, site management plans needed to be devised. Teresa's personal qualifications and previous experience, combined with management skills acquired at Waitrose, equipped her for the role.	2 days a week for 6 months

SWEET CHARITY

The Chairman of the Trustees makes his annual report on the work of the Golden Jubilee Trust

The Golden Jubilee Trust is a registered charity which makes donations of Partners' time to enable other UK charities to successfully achieve their goals. It reports each year to the Charity Commission as well as regularly keeping Partners up to date about its work. In the four years since it was set up it has made a total of 139 awards.

The report which follows is an account for Partners of the 34 awards made last year.

WHO RECEIVED THE AWARDS

Once again two Trust selection meetings were held last year in which we considered 35 applications and turned down just one. As at April 2004, 19 had been completed and 15 were under way. The charts which accompany this report illustrate the charities supported, the Partners who went to help them and the amount of time they gave.

We also show a breakdown of the types of charity which were helped, and the spread of Partnership branches from which the secondments were made.

Applications from Waitrose were higher than in the previous year but have not yet reached the levels of interest shown by some other areas of the business.

Waitrose Group B have been active in their support for promoting closer involvement with charities and have recently introduced 'charities champions' so there is a designated Partner in each branch with particular

responsibility in this area. We think this is a really good idea which should help in forging more links with local charities and thereby, through the close contact, in identifying ways in which the Trust might also be able to offer support.

PROMOTING THE TRUST

The scheme was set up primarily to offer unique opportunities to charities but the longer it operates the more we appreciate the benefits it can bring the Partners who are involved. The personal development benefits both themselves and the Partnership and the articles written about trust secondees in newspapers often take this as their theme.

It is important to Partners that we keep them informed of the opportunities offered by the scheme and we do so in various ways. Speaking to branch councils enables us to put our own case to a very wide audience and also provides the opportunity to hear Partners' views about how the scheme is working.

Once a year the *Gazette* sets out Partners' achievements through the Trust and perhaps prompts other Partners to come forward themselves. The impressive special edition of the *Gazette* last year would certainly have helped this aim and we received appreciative feedback from several of the charities we helped. These special issues provide a full listing of awards and a comprehensive account of the operation of the Trust in the last year.

We reported last year that in a new move,

the *Gazette* had undertaken the design and production of our publicity material. This worked extremely well and we are pleased the next set of new Trust posters and leaflets which will be distributed to branches in early July will again reflect the design approach of the special *Gazette* issue.

An increasing number of secondments come about as a result of charities asking us for help, either at a local level or through advertising a secondment opportunity on JLPnet. We have therefore produced a leaflet specifically for charities to be available from branch charity secretaries and for viewing on JLPnet in July, and on the new Corporate website in August.

HOW THE AWARDS ARE FUNDED

An endowment of £5m, agreed by the then Central Council, set up the scheme in February 2000 and the money has been invested in a staged programme. The trustees make their awards from the income on the investments. In 2003-04 the Trust's income amounted to £185,313 and we spent or committed £144,467 on the awards, a total donation of 15,110 man hours to UK registered charities. Although just one more award was made than the previous year, both the cost and number of hours awarded amounted to a near 50 per cent increase. An indication that number of awards is not the only measure of successful help given to charities.

THE TRUSTEES

The appointment of the Trustees is governed by the Trust Deed which allows for three trustees elected by the Partnership Council, one appointed by the Chairman and three appointed by the trustees themselves, each of whom holds office for two years. Currently the Trustees are Michael Milner who was reappointed by the Chairman in January 2004, Caroline Soper, Ian Rawlings and Roger Pinless, who are the three Partnership Council trustees and serve until 1 June 2005. Prue Beard and Roger Jefcoate are the external trustees and they were reappointed in November 2002. The trustees were pleased that Vivienne Riddoch accepted their invitation to become the third external trustee, serving until April 2006.

THANKS

I should like to thank the *Gazette* team for the enthusiasm with which they bring to life the achievements of the Partners who feature in the special edition and in our various brochures and posters. Without the careful attention of Chris Jones, the Trust Secretary, the work we do would be much more difficult and without the Partners who go out on secondment it would be valueless. So a big vote of thanks to them and indeed to all Partners who give time and energy to work in the community.

Michael Milner
Chairman of the Trustees

GOLDEN JUBILEE TRUST AWARDS SPRING 2004

NAME AND BRANCH

Isobel McAllister Aberdeen
Jessie Driscoll Bluewater
Hima Marks Bluewater
Ian Malpass Cribbs Causeway
Mike Hall High Wycombe
Jon Jordan High Wycombe
Dorothy Koranteng-Asante Milton Keynes
Alex Gilbert Newcastle
Lilian Welsh Newcastle
Brian Armstrong Oxford Street
Karen Stocks Peterborough
Lynne Talbot Reading
Mark Stevens Sheffield
Catherine Roberts Watford
Judith Simons Peter Jones
Richard Glass Stevenage
Sally Newell John Lewis Systems
Ivan Erlick John Lewis Systems
Pav Kalia Corporate Systems
Volker Domheim Waitrose Systems
Darren Lester Waitrose Systems
Alix Martin Bracknell
Maggie Hudson Waitrose Bath
Rochelle Hodds Waitrose Buckhurst Hill
Ed Combes Waitrose Birch Hill

CHARITY

Mental Health Aberdeen
Gravesend and District Mencap
Medway and Swale Advocacy Partnerships
Emmanuel Bristol
Thames Valley and Chiltern Air Ambulance Trust
Youth Enquiry Service
HOPFAN (House of Prayer for All Nations)
AbilityNet
Whizzkidz
Mildmay Hospital UK
Sue Ryder Care
Berkshire County Blind Society
The National Trust
Herts Young Homeless
Jewish Care
Letchworth Centre for Healthy Living
The Mulberry Centre
Anne Frank Trust UK
AbilityNet
Berks, Bucks and Oxon Wildlife Trust
Berks, Bucks and Oxon Wildlife Trust
Leonard Cheshire
The Wiltshire Music Centre
Anne Frank Trust UK
St John's Ambulance

GOLDEN JUBILEE TRUST - DONATIONS BY DIVISION

		JL (INC CENTRAL)			WR (INC BRACKNELL)			P'SHIP TOTAL		
		2001	2002	2003	2001	2002	2003	2001	2002	2003
TOTAL NUMBER OF PARTNERS SUPPORTED	TOTAL	33	28	26	10	5	8	43	33	34
	NUMBER OF ORGANISATIONS SUPPORTED BY TYPE	Environmental	4	4	2	2	1	2	6	5
	Disability	5	1	2	1	0	0	6	1	2
	Medical/Care	9	6	7	1	2	3	10	8	10
	Elderly	0	4	2	0	0	0	0	4	2
	Homeless	1	1	0	0	0	0	0	1	0
	Youth	8	5	5 (*1)	1	2	1	9	7	6
	Community	3	3	6	4	0	2	7	3	8
	Arts	2	1	1 (*1)	0	0	0	2	1	1
	Animals	1	3	1	0	0	0	2	3	1
	TOTAL	33	28	26	9	5	8	42	33	34
NUMBER OF BRANCHES PARTICIPATING		20	16	17	8	5	7	28	21	24

(*1) = corporate secondments