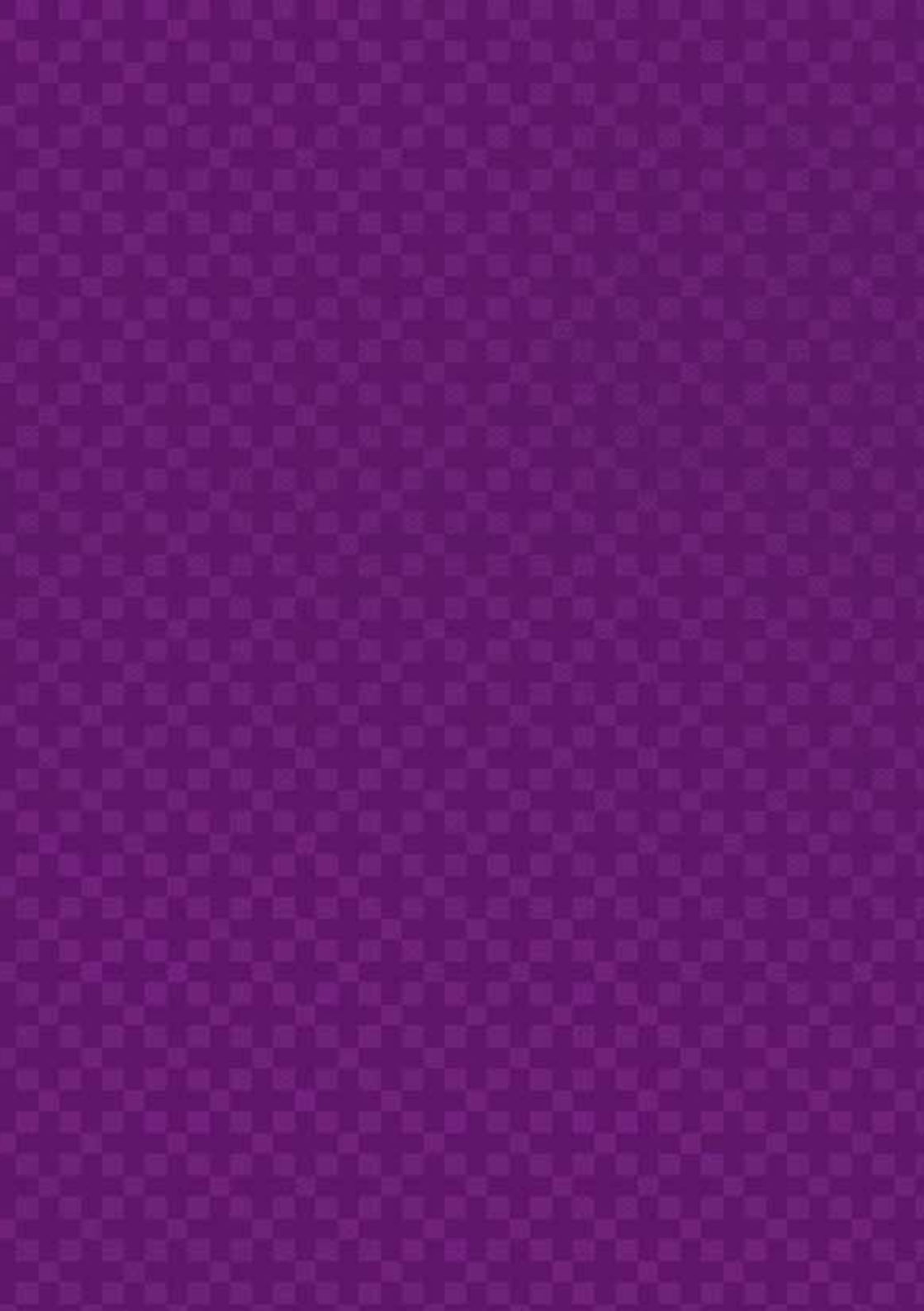


# Forged in the fires of belief?

*An exploration of faith and community  
engagement in the member groups of Attend*



Thank you to everyone who helped in making this piece of research possible. There is a sense that sharing life stories can be very personal, but it has been done with a generosity of spirit and clarity that has been illuminating and challenging.

David Wood OBE

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## Foreword

I was stimulated in to thinking about this paper by Daniel Singleton of Faith Action who had read a paper I had written called 'Forged in the fire of Adversity? An exploration of what helped create women leaders in Leagues of Friends.

The National Association of Leagues of Hospital Friends, which is now called Attend, was originally formed in 1949. Its members have an enduring place in our communities across the UK – traditionally rallying volunteers to support their local hospital. Having been the Chief Executive for over 10 years, I am increasingly interested in what the essence is that has maintained this legacy. The purpose of this paper is to explore the role of faith in this history.

Thank you to everyone who helped me in the exploration and for their candidness and the recounting of their stories.

# I

## *Our journey: faith and volunteering intertwine*

I grew up in a world where I don't remember ever hearing the term 'volunteering'. In fact, I don't recall the concept coming into my consciousness until I was nearly 30 and became a director of an adult hospice.

So did I grow up in a self-obsessed, materialistic Britain? Not in the least. It was a household whose whole fabric was enmeshed in the local church. Almost every evening one or the other of us was at the church, be it in a leadership or supporting capacity. At the weekends, Saturdays were spent at the church tennis club, and Sundays in services or at youth events. Even our annual family holidays were spent organising church holidays. So was this volunteering? It didn't feel like it, it was just a way of life, and as a child I did not even realise it wasn't what everyone else was doing.

Interestingly, our activities did not extend much beyond the faith community. Engagement with the wider world was essentially through low-key evangelistic activity. We certainly didn't engage with what I have come to now understand as the wider voluntary sector.

## ***Encountering the League of Friends***

Just over 10 years ago, I became the Chief Executive of the National Association of Hospital and Community Friends (which became Attend in 2006). I was aware of the activities of local Friends Groups, having encountered their work while my wife was a ward sister in a local NHS hospital. Having previously worked in a faith-based organisation, my expectation was that I had become involved in the leadership of a totally secular organisation: one whose inspiration came from a shared

vision to meet a need in the local community, and that caused people to band together in a common mission.

Almost immediately that perception was challenged. Within the first three months I attended regional conferences throughout the UK. Universally, they were opened with a thought for the day, which was led by a hospital chaplain or a local cleric. One weekend event even had a full church service, which was an integral part of the programme.

### ***Exploring the early roots of the organisation***

So in those early days I realised there were things I didn't understand about the history of the League of Friends, and that to be Chief Executive I would need to try and work out what it was all about, and what the organisation's core values were.

Like many such movements there are tales of particular local projects, documented not least because they inspire a community, and the audience for these stories is clear. However, the history of all but the most successful of national bodies tends to be more hazy. In a bookcase, I discovered a book I had inherited from my predecessor, written by Dame Leslie Whately, who had been commissioned by Lady Moncton and Lady Macleod: great names in the history of the movement.

In her history, Dame Leslie supports the idea that the movement can justly claim to descend from the middle of the eighteenth century, and highlights its religious roots. Hospitals and infirmaries date from medieval times; their provision was an obligation of church and was most often delivered by monastic orders. After the medieval times, thinking came more into line with models we would recognise today. Religious leaders such as Bishop Maddox of 1746, to whom the Infirmary at Worcester owes its inception, were great advocates of the hospital movement and were very influential in its development.

Even in 1949, when the national body was founded, there was a strong humanitarian spirit which challenged the professional correctness. Challenging the rather correct objectives of:

"To mobilise, encourage, foster and maintain the interest of the public in the patients and the support of the work of hospitals in Great Britain."

Captain J.W. Price proposed that they should read:

"To mobilise, encourage, foster and maintain, the human love of the people of this Country, in the giving of service to supplement the healing work of the staff and the State, and always ensure a humanising supplement to the work of the hospitals."

While these changes were not adopted they make it clear: it is about values, and the very nature of who we are.

### ***Bringing it up to date***

Clearly, faith, service and obligation were entwined together in the very roots of the organisation. There was clearly also some practical expression of faith in the organisation ten years ago, but evidence of this was fading.

I was forced to ask myself a number of questions:

- 1) Was this merely a social religious practice which was congruent with the value set of the community of activity, essentially a reflection of middle-class values?
- 2) Was this volunteering activity a practical expression of faith by people in the community?
- 3) Was it part of a low-key religious outreach, or just a value-driven response to a recognised need of fellow human beings?

Those thoughts had sat with me for 10 years, and, until now, had never been explored. However, I recently conducted a series of 10 interviews with a diverse range of individuals from our local member organisations. This paper presents these interviews as a starting point for an analysis of our volunteers' motivations.

# 2

## *Exploring the motivations of members from local groups*

The organisation is much like a large family: trust is based on a quality of relationship, and that develops over time. Over the years, I have been privileged to have lots of conversations with many different people: conversations that tend to stray, conversations which show what people value, and what they believe. I didn't necessarily know that I was speaking to people of personal faith, I just had a hunch.

So, in thinking about interviewing some of these people, it was relatively easy to draw up a long list of 20 or so whom I might speak to. In picking my sample, I was keen to ensure the following:

- A geographical spread: that there are interviewees from England, Wales, Scotland and Northern Ireland
- A mix of younger and older people, of men and women
- Individuals who volunteered with organisations who had a clear faith-based mission, and those who did not
- People who came from different backgrounds, and were likely to have different life experiences.

Initially, I was thinking of faith in the broadest of senses, but in my reflections I realised that our membership was most likely to come from a Christian background. So, in considering the size of the sample, and the potential pitfalls of extending beyond the Christian faith, I decided to focus on this one area.

Having created a shortlist of 10 interviewees, ensuring I had the diversity I wanted, I wrote to them, enclosing a sample of a similar piece I had written about women leaders in the Leagues of Friends. All those contacted agreed to be interviewed.

The approach I adopted was to conduct a planned telephone interview, which varied in length but lasted at least an hour.

The discussions focused on three areas:

1. How their lives and values had been shaped, and particularly how that had been intertwined with the church.
2. How volunteering had become part of their lives, and how it had expressed itself practically.
3. The interviewees' perception of why they did what they did, and how much it is rooted in religious beliefs.

Underpinning the questions were a number of hypotheses I was seeking to test, namely:

- Role of volunteering
  - That volunteering would be evidenced both within the church as well as in the wider community
- Sense of vision and values
  - That there would be a considered coherence around vision and values and how they are applied on a daily basis.
- The influence of faith
  - That the volunteers would clearly identify their community activity as a response to their faith.

Initially I present the information gathered in a biographical format.

### **Name**

*Christina Cameron*

### **Year of Birth**

*1939*

### **Attend Membership Group**

*Raigmore Hospital League of Friends, Raigmore*

### **Early Foundations**

Christina was born into a home where both personal faith and religious observance were important. She tells a story of when as a small child she was playing at a friend's house—dressing up on a Sunday, and they decided to walk round to Granddad Cameron's house to show off their new look. The reaction was not as enthusiastic as they expected because playing on a Sunday was not considered appropriate, certainly nothing as frivolous as dressing up. Christina later recalls understanding that Granny Cameron would not even cook on a Sunday, and that day's meals were prepared on a Saturday.

Continuing, Christina tells another story which highlights how she could not remember life without church. Her mother would often recount when Christina was barely two, they went to stay with relatives on a farm near Guthrie. It was expected that the whole family would join them in the family box on Sunday. Christina's mother was very nervous about this, and agreed on the basis that they would sit at the back and leave if her young daughter became fractious. However, on Sunday morning, they found themselves ushered into the family box, just below the pulpit, and in full view of the whole congregation. However, the young Christina was impeccable. Christina highlights that this was due to the fact that even by the age of two, church attendance was clearly such a regular part of her life, and the behaviours so understood that it had become second nature to her.

As she grew older, Christina became more involved in the church activities, including being a Girl Guide, a Brownie leader and a Sunday school teacher.

In the Scottish community in which she grew up, about 15 miles north of Inverness, it was all part of the way of life. This wasn't a lifestyle that was separate from the rest of life. Christina describes church and community life as being 'knitted together'. If anyone needed anything; practical help, visiting, whatever, people just got on and helped.

### **Service to the Community**

Christina has always supported the church with her time. This was recognised in November 1998 when she became an Elder in the church of Scotland. This is both a leadership, and pastoral role: it involves sitting on the church Session (governing body) on one hand, and administering communion to people who are too ill to attend church on the other.

Christina first got involved in the League of Friends when she accompanied a friend to an Annual General Meeting. The friend was retiring early from teaching, and was looking for an opportunity to pay back the hospital for the care his mother had received. A little later, Christina received a phone call, and found herself co-opted to the Committee, and has been there ever since. Christina has been Chairman of Raigmore Hospital League of Friends for about 15 years.

Her involvement in the national body came through involvement in the Scottish Committee. She replaced Margaret Mackenzie when she stepped down as a constituency member, and has recently returned for another period of service on the National Board.

Christina also has lots of other voluntary responsibilities including the Volunteers Secretary for Inverness Music Festival, Secretary of Inverness Town Twinning Committee, Board Member of Albyn Housing, Examinations Organiser for ABRSM, and a Lay Prison Visitor at Porterfield Prison.

### **Reflecting**

Christina feels her faith underpins everything she does. Life hasn't always been easy, and it was in the time of challenge that it has been her personal faith and the routine that church life brought, that carried her through. Her mother was a real woman of faith, and it was her example, and her values which gave Christina a pattern to follow.

### **The Friends of Raigmore Hospital**

The Friends of Raigmore Hospital have been an active Friends group for over 30 years. They were founded shortly after the hospital opened to support its development and its patients and over the years they have continuously raised funds for the hospital through their diverse range of fundraising activities.

### **Name**

Joe Hyland

### **Year of Birth**

1955

### **Attend Membership Group**

SOS Bus Northern Ireland, Belfast

### **Early Foundations**

Joe's memories of his early life are of a tough existence. His father was a construction engineer travelling the world, while his mother was left in Manchester to work and bring up the three children. During his early teens, Joe describes little engagement with his parents, and essentially he was brought up by his grand-parents. It was a family where there were strong values, but they weren't voiced. There was no rhetoric around the rights and wrongs in life.

Joe's mother became an alcoholic, and paid very little interest in her children, or their education. He took solace in sport, and that largely became his world, becoming very accomplished in both trampolining and high diving. Aged 17, he joined the Armed Forces and became a Royal Engineer, just to get away from a troubled home.

### **Sense of Values and Purpose**

In his forties, while receiving treatment, a chiropractor broke Joe's neck. It was a time of unfathomable despair, when life had no purpose and didn't seem worth continuing. For some five years Joe had full back spasm and longed for relief or for a sense of purpose. Joe tells of how he searched for God and couldn't find him. Feeling unworthy and desperate he and his wife looked over the edge of his life and considered ending it. Shortly before this could come about a prayer was passionately expressed, Joe's children were given back their father, Jackie a husband and a life was given a new purpose.

Many people around Joe were supporting him on his journey into faith, something he didn't always appreciate. It was a rocky time, and he describes it "as much about wanting to leave the darkness, as to find the light to come."



As we discussed Joe's perception of the world, he highlighted that core to his understanding of God was getting the correct sense of perspective: "God sees each one of us as his child; we are all a 'work in progress'." Many things happen in people's lives that distort, change and even crush what they were meant and intended to be. Joe views everyone from this perspective which helps him to recognise the true potential in others. This is fundamental to Joe's personal mission in life which he summarises as "to empty churches, not fill them." His personal contribution is to come alongside and help people understand how they can personally make a difference if only they have the vision and courage to get out on the streets and unconditionally help others.

He recognises that people do not always feel equipped to volunteer. However, his experience has been that you discover what you are truly gifted to do as you try new things, and challenge yourself. "It is our own perceptions of self that limits what we do, and it is that perception, the illusion of self, which we need to break down if we are truly to empower others."

Joe describes that 'as faith came' his initial purpose was to heal individuals, something he saw as a tangible physical act. Over time though Joe's understanding of God's purpose for him has changed, matured and broadened. Today he helps to enable others; through, teams of people working together in the healing of communities. His aim is, for us all to be an example and to bring what's possible to just one person at a time.

*"We can, all of us, only make things better for our families if we first make it better for each other."*

Joe Hyland, CEO SOS Bus

### **Service to the Community**

Joe clearly relishes a challenge: he is driven to make significant social change in the communities in which he works.

At Fisherwick, a Presbyterian church in Belfast, Joe was part of the Property Committee where he oversaw a £775,000 renovation of the building. "This was a wonderful opportunity to make the church God's living room and to make the place feel special."

Working with his charity SOS Bus Northern Ireland, Joe describes his role is to create a mechanism that allows people to connect and support each other. Today he inspires over 400 volunteers to leave their homes and go out onto the streets of Belfast to make a difference in the lives of others. Joe doesn't see his purpose is to encourage them to save souls, "that's the Holy Spirit's job." Instead he sees the role as to envision a "dancing in the streets," offering positive role models, showing unconditional love, and expecting nothing in return. Joe believes that in being selfless, we inspire a response from others which brings about genuine change in our communities.

### **Reflecting**

"It's easy to be a rebel, to kick hard against people and systems we can't control. However, our fundamental purpose is to help transform the world just one person at a time. Transformation is not about judgement. It doesn't involve inflicting hurt and pain, though change is always tough even when for the better. It's about lovingly supporting people and communities to be what God knows they were intended to be."

### **SOS Bus Northern Ireland**

At the weekends, over 20,000 revellers are estimated to be on the streets of Belfast. Every Friday and Saturday, from 9pm through to 3.00am, the SOS Bus is in the city centre supporting people as they come out of the pubs and clubs of Belfast. The bus is there for those who need help, are in emotional distress, are under the influence of drugs or drink, or are feeling vulnerable because of aggressive behaviour.

[www.sosbusni.com](http://www.sosbusni.com)

**Name**

Bridget Foley

**Year of Birth**

1963

**Attend Membership Group**

Friends of Attend ABI (FAABI), London

**Early Foundations**

Bridget describes herself as a “cradle Catholic”: Her mother was a Catholic and her father an Anglican. When they married it was demanded that her Father should sign paperwork to confirm he would bring up his children as Roman Catholics. He took this very seriously, and would remind his children of their obligation to the church.

Arriving one month prematurely Bridget Alison, found herself baptised as Bridget Monica: her mother had been praying to St Monica, the patron Saint of Mothers that she might live through the first few weeks.

She was educated in a Catholic primary school initially; she then progressed to the convent school. It was a very traditional upbringing with Bridget making her sacraments.

**Sense of Values and Purpose**

The sense of tradition continued at home with values such as ‘no meat on Friday’ and fasting at Easter. She also accompanied her mother in volunteering activities for the church: everything from baking to flower arranging and visiting. Her brother was exempt from this as it was considered ‘girls’ work’. Beyond the age of 11, he was also exempt from household chores for the same reason.

Bridget didn’t challenge all the structure and routine, in fact she found it all quite reassuring. There have been times in her life when she didn’t want to go to church; however, she still did out of a sense of duty.

**Service to the Community**

Bridget continues to have a very successful career. Alongside this she has constantly been involved in other activities.

Within the church she has helped out wherever she can: everything from regularly doing the readings, being a liturgist for eight years and also running communion classes for children who didn’t go to Catholic school. Outside church, Bridget has been a school governor for 16 years. She started as a Parent Governor and she is now a Foundation Governor which means she is recruited by the church to maintain the catholicity of the school. For the last year, Bridget has been the Chairman of Governors.

Another interest for many years has been elderly care. Her mother was in a local home, and it was just natural for Bridget to spend time with the other residents. This has developed into much more general befriending. Once a year she also has an open garden to raise money for this area of interest.

When Bridget had cancer, her natural response was to volunteer: during her treatment she volunteered for case studies to be written about her. Following it she became a buddy for other people going through treatments. Finally, she volunteered with Cancer Research, doing a 60km sponsored walk to raise funds.

Bridget’s first job in the voluntary sector was with Attend. She had been Attend’s Client Manager at the Chartered Institute of Personnel and Development and was keen to be able to give more time to help it develop. In her time it seemed logical that she should become part of Attend’s own embryonic Friends organisation. Three years on, she finds herself as its Chair.

*“People often say that I am so busy  
but I just see it all as part of what I do.”*

Bridget Foley

### **Reflecting**

Bridget doesn't make any distinction between the various elements of her life – people often comment that she is so busy – she sees it as just part of what you do.

Sometimes it's a response to a personal situation, in others it's a prompting by fundamental beliefs and then it may just be about people.

Reflecting on her desire to support the Acquired Brain Injury (ABI) clients, she says "starting at Attend, the ABI clients provided an unexpected interest. It was a reminder that lives change in a second and that life is never the same again, ever. I felt I could do something, something that might make a difference."

### **Friends of Attend ABI (FAABI)**

FAABI was created by volunteers who had been involved with the Attend ABI programme, that offers training, volunteering and supported job searching for people who have a brain injury. FAABI offers social events and new experiences that extend beyond the Attend ABI programme.

[www.faabi.org.uk](http://www.faabi.org.uk)

### **Name**

*Kath Fox MBE*

### **Year of Birth**

*1931*

### **Attend Membership Group**

*Deeside Community Hospital League of Friends, Deeside*

### **Early Foundations**

Kath was born in a small mining village in North Wales. She was the eldest of six children, and so responsibility came at an early age. It was a very different world to the one we live in today, essentially much harder. Examples Kath gave included remembering the first ever paid holiday miners had in 1938. Another one was when her father was called up at the beginning of the war; she can remember walking up to the pit with him to collect his pick and shovel, as you had to buy your own tools. As she reiterated, not an expectation people would have today!

Chapel was a big part of Kath's childhood: it gave life a sense of pattern. Every Sunday they went to chapel three times: morning, afternoon Sunday school and evening. Between each, they were expected to change out of their Sunday best. Another example of the importance of Sunday school was the annual outing. This day out was the only holiday that young Kath had. Every year, without fail, six coaches of young people would travel for a day out to Rhyll. It was a day of excitement, and forms one of her enduring memories of childhood.

Kath won a scholarship to the grammar school in Wrexham. It had a strong religious ethos that Kath appreciated. She was marked for leadership at a young age, being appointed a prefect a year earlier than usual.

### **Service to the Community**

With a large family, Kath was used to helping at home, but also was encouraged to help in the wider community. She remembers frequently going visiting with her mother. During her childhood Kath

had both scarlet fever and diphtheria, both of which meant 6 weeks in isolation hospitals. During the epidemics lots of her friends died. This gave an enduring sense of the fragility of life.

When it came to a career, Kath was undecided whether to go into nursing or teaching. To help her decide, her mother arranged for her to go voluntarily to the local hospital. All ended happily when she began training at Alder Hey in January 1948. She doesn't remember the advent of the NHS in the following July making much impact on her day to day work. During her training, Kath only got one day off a week which made regular church attendance difficult.

Next she worked in Chester. When she married, she was a sister in an isolation hospital. Her next role was to train for midwifery. Kath describes the recent television programme, of 'Call the Midwife' as being a very accurate representation of her own experience. Working in the tenements in Liverpool, Kath found a whole new understanding of both poverty and need. She recalls going to do home deliveries, and the only running water was one tap on a landing for three families. Also, once the new delivery had arrived, very few had cots, and baby's first resting place was a drawer. This also introduced her to some very strong religious fervour particularly from the Irish Protestants, and Catholics.

During midwifery, Kath felt her perceptions and values were really challenged. She came across lots of foetal abnormality caused by various diseases and other issues such as thalidomide. At that time, little was known before the birth and it was often the midwife who was the first to deal with issues such as the shock, pain and confusion. Also the extreme poverty meant babies often died of issues we might not consider life threatening today. Another time was when babies got well, and families just didn't collect them. Kath describes it as testing everything about her: it made her question her faith, and also strengthened it.

Finally Kath was appointed a matron of a community hospital. In a position of such significant leadership, where people looked to her for answers, Kath often found herself relying on her faith more and more.

### ***Involvement in Volunteering***

Kath only got involved with Friends when she retired from Deeside Hospital in 1997, and she came straight in as Chairman of the group. She comments that the role can be as challenging as some of the paid ones she has done in her life.

She also does a lot for the cancer network, talking to GP's and radiographers during their training on how to deliver bad news.

There was an incident in Kath's life 17 years ago which was instrumental in her coming back to chapel and attending regularly every Sunday. It was at a point when disabled access was important, and she found herself chairing a team of six to run fundraising events: yet another avenue of service.

### ***Sense of Values and Purpose***

As the story of Kath's life and career unfolded, it was evident that she has devoted her life to people, and supporting them.

Kath has indicated that she had a really good marriage, for over fifty two years. Without the support and encouragement of her husband who shared her Christian principles and greatly valued the importance of the family and the extended family, her life would have been very different.

She has twin sons, two great daughters-in-law and five grandchildren who give her so much love and care especially since her husband died. She believes she is a very fortunate person.

### ***Reflecting***

Kath says the basis for all of her life was the pattern set in her childhood. At a young age that pattern was about church and community being intertwined. Throughout her story there is a real thread of being personally challenged by poverty and disadvantage, and offering something of herself to help people overcome that.

### ***Friends of Deeside Hospital***

The Friends primary goal is to raise funds for the hospital and its patients' many needs. Through a small group, they strive to raise £50,000 each year. The Friends was founded in 1949 and has run many fundraising activities including setting up a tea bar in the hospital operated by volunteers. The group also supports the hospital by providing a chaplain for the patients and visitors.

### **Name**

Peter Dominey

### **Year of Birth**

1965

### **Attend Membership Group**

Church From Scratch, Southend

### **Early Foundations**

Peter describes his childhood as being both very happy and privileged. He grew up in comfortable middle class Abingdon, in a very stable family home. He cites, as an example that his father worked for the same employer for 42 years: there was a definite sense of security that came from the enduring continuity.

He attended church until the age of 11. He saw this as a sense of religious ritual, and as a child perceived it as a disconnected part of adult life. He describes this as best summarised as an expression of the mind-set that Britain is a Christian country.

Peter attended Abingdon Public school where success in sport became his religion. Rowing at Henley Royal Regatta was the highlight of his time. He even chose his university for the quality of its rowing, and the opportunities it offered him.

### **Sense of Values and Purpose**

Peter describes moral conscience rather than faith as coming first into his life. During his gap year he worked for Esso for a short period. He can remember waking up one night with a sense of burden for inequality in the world. However, he quickly buried it and got on with the rest of his life.

At university, moral conscience was to show itself in a different way. Despite having many friends and taking on the role of social convenor of the group, Peter describes himself as being isolated – a sense of not being emotionally connected to other people. As he began to open himself up to the possibility of connecting with people, he felt the option of connecting with God becoming more real.

His search for God was initially scientific and rational: it involved a lot of reading and research. Intellectually, he describes it as he chased

God, until God caught him. Suddenly, his view of people changed and he became more aware of people, recognising that they were like him and that everyone can feel like a coward and wants to connect.

Peter describes it as the small things that really struck him. Leaving a jumper at a church event one week, a member returned it to him the next week with the holes darned, freshly washed and pressed. He says “that meant a lot.”

*“Faith is about keeping it real, loving people where they are, learning from them and helping them to flourish.”*

Peter Dominey

### **Service to the Community**

On leaving university Peter started his own companies. He describes himself as an entrepreneur involved in an early form of social enterprise, rather than focusing on cutting edge commercial enterprise. It worked with a staff group who were often being given their first opportunity, as well as doing work at no charge for individuals, churches, and hospitals.

Over a period of ten years, the role became increasingly part-time. He ran a youth network across 50 churches, and launched a schools work charity, as well as developing a united church service in a local park. He also volunteered as a youth leader, and for the Boys’ Brigade.

All this combined to give him a sense of influence beyond his skills, so he decided to go to Spurgeons Bible College to build his knowledge and understanding and “wise up.” As the end of the course approached, there was the expectation that Peter would take on a church. This couldn’t have been further from his thinking. Peter felt drawn to pioneering a new expression of church and began initially with a project, which worked primarily with 18 to 30 years olds.

Its failure was to cause the birth of his current project, which focuses on the marginalised. It wasn’t something that Peter and his wife had great knowledge of but they had a genuine burden and love for this group.

One of the practical expressions of this was the creation of Shared Space. With a smile Peter describes this as more social than an enterprise. He sees the real value of the project as bringing people from different backgrounds together in a common life-giving purpose.

Separately Peter is involved in all sorts of things from a national to a local level.

### **Reflecting**

For Peter it's all about people. Religion often pushes people towards the lifestyle of the 'respectable' middle classes whereas faith is about keeping it real, loving people where they are, learning from them and helping them to flourish.

### **Church From Scratch**

Church From Scratch is a Baptist church community based in Southend. It has expanded into surrounding areas and there are now 10 active community groups. Church From Scratch consists of about 80 adults and young people who meet in small groups. Meetings usually take place in the home of a member. There are weekly community groups, youth groups, monthly gatherings, as well as church gathering for the deaf. Besides organising worship groups, Church From Scratch has many projects, with one of the biggest and most influential being SharedSpace. SharedSpace is a community centre and charity shop working to make a better Southend. It takes all of the money it makes and puts it back into the community of Southend.

[www.churchfromscratch.org](http://www.churchfromscratch.org)

### **Name**

Janet Mountain

### **Year of Birth**

1948

### **Attend Membership Group**

Space 109, York

### **Early Foundations**

Janet was born in Hillingdon, and grew up in Hayes in Middlesex. Her father ran the family business, a grocers. Janet recalls that both she and her sister were expected to help in the shop from a young age, stacking shelves etc.

Janet enjoyed school, and wanted to be an important part of things: she was particularly pleased to be made a prefect.

Her initial aspirations were to work in childcare, but her home environment didn't support that. Her first job was in a boarding school. Janet has had a number of roles in her career, all of which are about people, and the wider community.

Janet's grandparents were strong Methodists, and she enjoyed going to Sunday school when she visited them in Scarborough.

### **Involvement in Volunteering**

Janet didn't really get involved in volunteering until she was 16. A colleague at work asked her to help out with Cub Scouts, and it became a real interest for about 10 years. She enjoyed everything from learning and teaching the badges, to going to the camps and jubilees.

Janet gave this up when the family came along. After some happy times, Janet found herself on her own and with a small child, and looking for answers. When taking the Cub Scouts away, she had been particularly impressed by the Verger of the church where they had stayed, and set out to find him. As she walked through the graveyard to the church, the first thing she came across was his headstone, and it felt devastating. Janet took her small son back into the town for lunch.

As she was about to leave the café, a woman pressed a piece of paper into her hand which said 'Jesus saves' and her journey to faith had begun. The journey was completed during a time when Janet was unwell with a slipped disc in 1982.

Since then Janet describes parallel developments in her career, and her Christian and community contributions. An example would be that as part of her career she became a trainer and gained her teaching certificates and assessor skills. She was then able to utilise these skills in her working within the voluntary sector.

Another example was that she became heavily involved in project management for York Hospital, the largest project being the remodelling of the front entrance area. She was then to use those skills with York Hospital League of Friends.

She also has been trained in management and leadership. Janet supplemented this with a theological course. This meant that her skills have been recognised in a number of ways including being a house group leader, and a Chairman of Deacons. Janet is also a Director of Horizon Ministries which focuses particularly on supporting women to grow in their faith. Janet's role is a development one, running days which enable people to reflect. Janet specifically sees this as supporting the role of the local church.

*“My strongest sense is to be the best that I can be so that I can change society for the better.”*

Janet Mountain

### ***Sense of Values and Purpose***

Janet's recounting of her involvement in Space 109 highlighted her approach.

Janet had a particular burden for the area of York where Space 109 is now based, many years before it was ever conceived. Not long after the project had been established, she saw an advert looking for help to write a business plan, but it just wasn't the right time for her to help.

Then Janet was helping Attend with a regional event, and met the founder. Within months she had been invited to be a trustee, and soon took the role of Chair. Repeatedly, her life has had symmetry where things have come together: her skills, beliefs and interests.

### ***Reflecting***

Janet reflects that from an early age she recognised the need to achieve, and this has driven her to succeed.

Her strongest sense is that she needs to achieve, to be the best that she can be, so that she can change society for the better. Better for Janet is holistic, it can be within the church, or the wider community. As she says her life is a living testament to the fact that the two are intertwined, and it can be both.

### ***Space 109***

Space 109 is a home grown charity based in a shop on Walmgate. It provides a facility for Community Arts and events for Walmgate in York and the city beyond. The charity was developed with the intention of strengthening and uniting the community in the greater Walmgate area through the arts, self-expression and community events, as well as to encourage, develop and nurture a sense of community and pride.

[www.space109.org](http://www.space109.org)

**Name**

Chris Douglas

**Year of Birth**

1953

**Attend Membership Group**

Friends of Bronzefield, Ashford

**Early Foundations**

Chris grew up feeling a little different. From her home in London's suburbs, she proved to be the only child from a single parent family in her school. She was an anxious child, and at the age of 10 developed what is now known as OCD [Obsessive Compulsive Disorder].

Passing her 11 Plus, Chris went to the local grammar school. She met pupils there who invited her to join the Girls Brigade. Only comfortable when doing what was right, Chris duly joined and very soon dutifully became a Christian. She attributes her feeling of compulsion to a side effect of her OCD. With this beginning, Chris sees the foundations of her faith as being a bit tenuous, but at a tender age it provided a set of values and framework which she has led her life by.

**Sense of Values and Purpose**

Chris describes a very strong sense that her role in life was to 'serve.' Practically while at school this was evidenced through visiting older people who were house bound. This developed into a strong sense of vocation that she should train to be a social worker.

Chris comments that she has never quite seen the point of the private sector, despite her husband working in it. That sense of service and meeting people's needs, means she has always found an affinity with both the statutory, and voluntary and community sectors.

**Service to the Community**

Chris belongs to the King's church, which is a charismatic House church. It is part of a loose network of churches, and her local one has had 350 members at its best. It has recently taken over a Local Authority building, and is developing a community facility. Chris highlights that

she is already seen as an expert in volunteering, and with her social work background this means that she has to work hard at avoiding finding herself in the middle of the project.

And listening to Chris' story, there is a sense that 'accidental leadership' is a common theme.

In her involvement at Bronzefield Prison, Chris explains that she was at a meeting of Churches Together when someone from the Prison Fellowship spoke regarding setting up a PF Group at the nearly ready HMP Bronzefield. They highlighted the need for a friends group there too. Interested in the work, Chris went on a visit to Coldingley, where she met Attend's Chief Executive David Wood, Terry Bishop (now Vice Chairman) and Lady Aird (a Vice President of the time). Chris thought she had agreed to help support the setting up of the new group at Bronzefield, and soon discovered that the agenda was for her to take the lead. Eight years on she still finds herself as Chairman, developing a service that runs a tea bar 364 days a year for prisoners and their visitors.

Her story of becoming the Chair of the Governors of a local school follows as similar theme. The Head teacher had approached her and another governor to enquire if they were interested and discussions in her view were still on-going. Chris was then unwell. They both missed the next Governors meeting. When she got the minutes of the meeting, she discovered they had been elected Co-Chairman. She has approached this role equally enthusiastically, and is very grateful that there are two of them sharing the role.

*“I had been surprised to find out how rewarding it was working not only in the prison, but with the families of the prisoners as well as the staff.”*

Chris Douglas



### **Reflecting**

Chris recognises that she has the mind-set of being a volunteer: she loves the sense of team, and relishes the challenges and opportunities it brings.

Chris doesn't feel that it's necessarily the same for all people of faith. In fact she reflects a very different perception: she highlights, with her usual irreverent chuckle, that when some people begin their journey of faith, they seem to get an exemption card, (a bit like a 'get out of jail free' card) which many use both internally in the church, and externally in the community when volunteering opportunities arise.

Chris fully recognises that some in the church would argue that it is all about faith, and not good works. However she feels it's all about being accountable for your faith. She concludes, "We get the idea we want to serve God, but we haven't quite grasped the magnitude of what that means practically."

### **Friends of HMP Bronzefield**

The Friends, now a staff of 25, were approached by HMP Bronzefield, an all-female prison, to run their refreshment centre. The refreshment centre is provided to create a more positive experience for the families of prisoners as well as the staff of the prison. As a result, the centre helps to increase interaction between the prisoners and the prisoner's families, which can often help the prisoner assimilate back into a normal life after their release.

### **Name**

*Peter Green*

### **Year of Birth**

*1929*

### **Attend Membership Group**

*Mansfield and Sutton League of Friends, Mansfield*

### **Early Foundations**

Peter was born into a Christian family, arriving on this earth several weeks earlier than expected. It was thought that he would not survive, but his parents promised that if he did make it then he would be committed to God's service.

He had a 'sickly' childhood – anything that was going through school, he got it. A midnight dash to hospital with a case of peritonitis, and his parents thought it was the end.

However, God had other ideas, and so in his early youth Peter found himself surrounded by friends in the Baptist church where his father was a lay pastor. His parents had been asked by their own Baptist church to go to help this failing village church for three months, and they stayed for 33 years until his father died unexpectedly of a heart attack, aged 64. His mother remained until she died in 1989 aged 89, still going to visit the 'old folk', many much, much younger than she was.

In this environment, involvement with church was an intrinsic part of life in his youth: Sunday school (twice on Sunday) and young people's activities. Even as a teenager he followed in his father's footsteps in visiting sick and elderly.

At 15, he made a firm Christian commitment during a tent campaign, by joining the inter-church National Young Life Campaign, and made friendships which he still values today, well over 60 years later.

His inter-church links helped him in his two years in the Army – he was one of the early national servicemen in 1947. His faith enabled him to link with so many people from different churches that he is still in touch today with a family at Colchester who befriended him.

### **Service to the Community**

While Peter maintained his involvement in the Baptist church, carrying out a number of leadership roles including for example, being a Deacon, and Chairman of Fabric and Finance Committees, he also got involved in volunteering in a wider setting.

Peter's sense is that visiting at an early age in the community instilled in him the value of befriending. In 1954, he saw this from a new perspective when as a young journalist he became the Public Relations officer for Mansfield and Sutton League of Friends. Visiting times still reflected a pre-NHS model, so visitors were only allowed for two hours on a Wednesday, two hours on a Saturday and one hour on a Sunday. When visiting as part of his official role, Peter would often take the chance to sit and chat to patients. In 1956, he was co-opted as a Trustee and remained in this role until 2008.

*“What motivates me is not only taking my faith into the church, but also into the community.”*

Peter Green

### **Sense of Values and Purpose**

In 1989, Peter had been on a business trip to Dublin, and was travelling back in a small aircraft to the East Midlands airport. A build-up of ice on the wings made the plane unstable, preventing it from landing safely on the runway. During the crash landing, it cut through cables linking pylons, before hitting frozen ground, and sliding to a halt with its nose inches away from a sturdy copse of trees. He comments that this made him sit up and reflect (once out of the wreckage) and like his parents so many years before he was forced to conclude that he must make his time count.

When he retired a couple of years later, he attended an event run by the national body. He found himself sitting with Baroness Robson and June Whittaker and gallantly went to fetch them some dessert. On his return, June announced in enthusiastic tones that in his absence they had just had an ‘unofficial meeting’. Baroness Robson added that Peter should allow himself to be appointed to fill the vacancy as the Constituency member for Nottingham.

Peter went on to become a central figure in the national body, at one stage travelling 5000 miles in six weeks visiting local projects. In 2003, he stepped down as Deputy Chairman of the organisation, after many happy years.

### **Reflecting**

At 83, Peter still is active in many different aspects of the local community. He notes that throughout his life as one door closes, another opened.

Some aspects show significant commitment over many years. An example is of his lay preaching which he started in his teenage years. He joined the Nottinghamshire Baptist Preachers Association in 1956, and is both its President, and oldest preaching member.

Others show recognition of the changing world: he also works hard on the steering group for GP commissioning.

When asked why, Peter described himself as a people person, who has been personally blessed by meeting people of commitment. His sense of motivation for it all is explained “as not only taking his faith into the church, but also into the community”.

### **Mansfield and Sutton League of Friends**

The Mansfield and Sutton League of Friends is a charity that has supported the local hospitals in their community for 60 years. They primarily achieve this by raising funds for the various needs of the hospitals. Over the years, they have raised over £2.5 million. They have funded medical equipment for the hospital and other services and amenities for the patients and staff. They have provided equipment to help all the patients of the hospital from those suffering from cancer to new mothers in the maternity ward.

[www.sfh-tr.nhs.uk/index.php/get-involved/league-of-friends-mansfield-a-sutton](http://www.sfh-tr.nhs.uk/index.php/get-involved/league-of-friends-mansfield-a-sutton)

**Name**

Rachael Andrews

**Year of Birth**

1969

**Attend Membership Group**

Avenue Child Contact Centre, Westcliffe-on-Sea

**Early Foundations**

Spending her early life in Sutton Coldfield, Birmingham, Rachael's family moved to Essex when she and her twin sister were seven. This was to be near her grandparents, and for schooling. Both parents worked, one as a postman, and the other as a nurse, setting the example of both public service and caring. In Rachael's teenage years the family opened their large family house as a small residential home, and that sense of being more than a nuclear family, and part of a wider world was firmly established in her life.

Rachael was brought up in the Pentecostal church, which her parents regularly attended. Being part of that lifestyle was second nature to her, and she was very happy to engage with it. The church didn't run a Girls' Brigade, and joining up with this introduced her to the world of a local Baptist church and she soon began to feel at home there.

Volunteering outside of the church wasn't really part of Rachael's childhood and teenage years although there were many opportunities to contribute within the church. Her most significant memory is being part of a mission team to Denmark, and spending time in Copenhagen.

**Service to the Community**

Rachael began her early career in finance, working for a Christian company. Alongside this she maintained her contribution to the church through being a Sunday school teacher, and a Girls' Brigade leader.

Accompanying her husband to Spurgeon's Bible College, she began to consider what her future role might be. Unlike years ago, there is not a clear expectation of what a minister's wife should be. Today, some are not involved in church and maintain totally separate careers, while others play an active role, having their own clearly defined leadership position.

Rachael recognised that her passion was for young mums and children, and set about focusing her life on this. She did this both within the church and outside it. So within the church she focused on toddlers groups, and other children's activities.

She also trained as a breast feeding peer supporter, and volunteered at the hospital on the post-natal ward for three years. She highlights that it isn't so much about a passion for breast feeding, but supporting people when they need to explore ideas and make the right choices.

As a family they also began fostering children. Rachael's grandparents had fostered a child with spina-bifida for many years. Despite having three children, Rachael and her husband were blessed with a large home, and still had space which they recognised brought responsibility. They fostered children on both a short and long term basis. It wasn't an easy thing, and needed the support of the whole family.

Rachael also regularly volunteers for the Child Contact Centre. This came about, when a local contact centre was to close, and the church took it over. Rachael describes it as having some eye-opening moments, but sees her role as constantly giving out reassurance, and enabling a place where trust can be built.

*“Through volunteering at the Contact Centre I’ve had some eye-opening moments that motivate me to help build a place where trust can grow.”*

Rachael Andrews

**Sense of Values and Purpose**

Rachael clearly sees her role in life as enabling. Her particular focus has been around giving opportunity to young mothers and children. She has been happy to do that by not only giving of her time, but also her home. More importantly there has been an emotional outpouring, particularly with the fostering, where she has had not only to manage herself, but also the feelings of her children.

### **Reflecting**

Rachael currently sits at a time of change, finding herself bringing up her children primarily on her own. She highlights that there has inevitably been some regrouping, and actually due to her previous position the church community can be an uncomfortable place to be. Her faith remains strong: it's just not an easy time.

However, she highlights that challenge also offers opportunity – a principle she has clearly always lived by. She has taken the opportunity to do something she has always wanted to do – go to University, but is clearly not something that is only for herself – it's about formalising her education and training so she can contribute more formally to her passion of giving opportunity to children. However, the one thing that remains has been the volunteering with the Child Contact Centre – that she says is both important and rewarding.

### **Avenue Child Contact Centre**

Staffed entirely by 22 volunteers, some of whom help at every session, the Avenue Child Contact Centre facilitates contact between non-resident parents and their children in a safe and neutral environment. Child contact centres provide a friendly place where children of separated families can spend time with one or both parents. Families are referred to the Centre by solicitors or by the Children and Family Court Advisory and Support Service. Following the referral, appointments are made for the children and parents to meet at the Centre.

### **Name**

*Audrey Barbour*

### **Year of Birth**

*1930*

### **Attend Membership Group**

*Bristol General Hospital League of Friends, Bristol*

### **Early Foundations**

Audrey was born in Bebington, on the Wirral Peninsular into a very happy family. Attending the Wirral County Grammar school, she set her sights on becoming a pharmacist. Just when she was due to sit her school certificates, she was rushed into hospital with scarlet fever, and the course of her life was to change.

She went to Port Sunlight and took on a role as a trainee secretary. There was the opportunity to learn lots of different skills. Intrinsic to the programme was a move from one department to another: during her time Audrey worked in Unilever Bank, and as a dental chair-side assistant in the health centre. She then moved on to the Unilever Research Department as a secretary to one of the senior chemists. In this role, materials were sent from the design houses, and the fabrics were tested against the detergents. She also met the West Indies Cricket team whose kit they had washed – yes in Persil!

Audrey recalls that when female staff arrived, the cosmetics staff would make them up, to see if they had any adverse reactions to the different products. In the hairdressing department ladies and men had their hair washed or permed to test the products. The men were required to shave at work to test the shaving foams.

Audrey stopped work in 1954 when she married Tony. Her wedding day was at the Methodist church which was core to her life. She had joined the youth group of the church in her teens. It was essentially an internally facing group which did things for the church, such as fundraising. Wider community links were predominantly made through the wider Methodist circuit.

### **Service to the Community**

Audrey was drawn into volunteering early in her married life. She was pushing her baby daughter in her pram down the street, and a neighbour asked if she would be prepared to volunteer at the local family planning clinic. It was quite a taboo subject at the time: contraception wasn't really talked about. It was just at the point when contraception was being made available to unmarried girls. Even the medical profession were quite disapproving. It was a real challenge to get everyone to agree to placing a discreet advert in the Evening Post to open a new clinic in a difficult area of Bristol Audrey recalls. Audrey remained committed to this work for many years, eventually becoming the Regional Chair of the Local Family Planning Association for the South West.

While looking after a group of volunteers Audrey was asked by the Volunteer Organiser to find a volunteer to help one afternoon a week at the Bristol Eye Hospital. However when she arrived, the Consultant didn't realise she wasn't the person helping out. As they were short of volunteers, Audrey agreed to help out in the clinic until a member of staff could be appointed. This role in the contact lens clinic lasted a long time.

In 1977, Audrey was appointed a JP, and did 26 years on the Bench until she retired. She sat on all three Benches, the main Bench, the Youth Bench and the Family Proceedings Bench; she was Deputy Chair at the time she retired. Audrey comments that she saw everyone from all walks of life, and it certainly improved her understanding of the world.

At a Civic Service at the Catholic cathedral in Bristol, Audrey found herself chatting to Rosemary Mellor, who asked what she was going to do next. Rosemary suggested that there was a need for a person on the League of Friends Committee and that she may wish to take part. At the first meeting the Chairman hadn't arrived and so Audrey was asked to Chair that meeting and thereon didn't look back. Three years later she stepped down from the post when she became the South West Regional Chair for Attend. She kept in touch with the Bristol General Hospital and subsequently became Secretary of the Committee until the hospital closed in 2012.

Her involvement with the national body stemmed from being persuaded to be a Constituency Member by Mike Conway. When she finally stepped down from her role in 2006, she became the Deputy Chairman of the national body. Today she remains a Patron of the region.

Conversations with Audrey highlighted that her interests were very diverse, and her volunteering widespread. Another example is the Cabot choir which she has been involved with for over 30 years. This grew from a group of parents at her son's prep school, led by a teacher. The choir grew to about 80 in size, and Audrey chaired it for many years. Every year the choir adopted a local charity and raised funds for it.

With this variety of interests and activities, I didn't expect to hear that Audrey would also be active in the church. However, the church has always been important to her. Within a local Methodist church, Audrey became one of the four stewards, which is essentially a pastoral role. Additionally she became a circuit steward which has more of a governance role. She is still Property Steward, and highlighted the magnitude of the role: recently the church was completely refurbished and 25 flats were built by Methodist Homes for the Aged. This took over two years to complete. Audrey comments that "it was definitely worth the effort."

### **Reflecting**

Audrey felt that she was motivated to do what she did because she liked to feel that she was able to contribute to the well-being of people. The practical activity is a way of reaching out to people, and that has often proved to be the foundation of relationships. Once that is in place, genuine communication follows.

To conclude, Audrey said "I have loved doing everything I have done, and I wouldn't have had things differently: there has been real pleasure in reaching out beyond the family, and making a difference to the wider community."

### **Bristol General Hospital League of Friends**

The Bristol General Hospital formed a League of Friends over 30 years ago. It was established to raise money for the comfort of the patients and their relatives. It also raised considerable funds for the purchase of expensive items of equipment that added value to the services the clinical teams provided.

# 3

## *Applying a theoretical framework*

Conducting the interviews, and now reading them back, the diversity of the stories is striking.

To bring them together, the following framework helps us to consider an individual's motivations to engage in voluntary action. It is founded upon well-established motivational theories that have been developed from different perspectives, incorporating a traditional needs based model and also linked to more recent work around donor motivations.

### ***Understanding the elements of the models***

#### (i) A needs-based model of motivation

McClelland's theory (1961) describes three types of motivational need.

##### 1. Achievers: the need for achievement

'Achievers' seek to attain realistic but challenging goals, and advancement in their role or situation. There is a strong need for feedback as to achievement and progress, and a need for a sense of accomplishment.

##### 2. Influencers: the need for authority and power

'Influencers' seek to be effective and to make an impact. There is a strong need to lead and for their ideas to prevail. There is also motivation and a need towards increasing personal status and prestige.

##### 3. Affiliators: the need for affiliation

'Affiliators' have a need for friendly relationships and is motivated towards interaction with other people. The affiliation driver produces motivation and need to be liked and held in popular regard. These people are team players.

#### (ii) The seven faces of philanthropy

The work of Prince and Fie (1994) considered why people give to charity. They identified seven key reasons, which are outlined below:

- The Communitarian: Giving Makes Sense
- The Devout: Giving is God's Will
- The Investor: Giving is Good Business
- The Socialite: Giving is Fun
- The Altruist: Giving Feels Right
- The Repayer: Giving in Return
- The Dynast: Giving is a Family Tradition

Typical characteristics of each 'face' are outlined in appendix 1.

*Looking at the Model in the context of the interviews*

It would be ambitious to describe this as an exact science.

However, in looking through the stories, and considering them against the framework, the following matches can be found.

Interviewee	Source of motivation	Reference
<b>Christina Cameron</b>	Influencer	Involvement in undertaking a range of leadership positions – within the church and in local and national Leagues of Friends
	The Altruist: Giving Feels Right	Involved in many volunteering activities where church life and community life are knitted together to support people in need.
	The Repayer: Giving in Return	Volunteering with the League of Friends was a response to the care the hospital provided for her mother.
	The Dynast: Giving is a Family Tradition	Followed her mother's example, inspired by her faith and values.
<b>Joe Hyland</b>	Achiever	Committed to projects with tangible outcomes (for example: renovation of building to create a positive environment).
	Influencer	Seeks to inspire others to work together in healing communities.
	The Communitarian: Giving Makes Sense	Sees the extent of life within the community as a measure of personal success.
	The Devout: Giving is God's Will	Own volunteering is motivated by a sense of personal purpose and mission.
	The Altruist: Giving Feels Right	Fundamental purpose is to help to transform the world – one person at a time.

Interviewee	Source of motivation	Reference
<b>Bridget Foley</b>	Influencer	Leadership positions in school PTA and Friends of Attend ABI.
	Affiliator	Enjoys getting involved in joint ventures with others in the community.
	The Communitarian: Giving Makes Sense	Interested in supporting the community, particularly the local school.
	The Altruist: Giving Feels Right	Involvement with the Friends of Attend ABI as a response to discovering the experiences of people with an acquired brain injury.
	The Repayer: Giving in Return	Involvement in fundraising activity to raise funds for Cancer Research.
	The Dynast: Giving is a Family Tradition	'Service to others' has been central to family life and values.
<b>Kath Fox</b>	Influencer	Supports GPs and radiographers in their training on how to deliver bad news.  Committed to helping people overcome poverty and disadvantage.
	The Devout: Giving is God's Will	Being involved with supporting disadvantaged people strengthened her faith
	The Altruist: Giving Feels Right	Devoted her life to people and supporting them
	The Dynast: Giving is a Family Tradition	A strong family legacy that church and community life is inseparable

Interviewee	Source of motivation	Reference
<b>Peter Dominey</b>	Achiever	Committed to setting up new ventures and reaching people in ways that haven't been achieved before.
	The Devout: Giving is God's Will	Driven to connect with people where they are, and create a climate for 'keeping faith real'.
	The Altruist: Giving Feels Right	Committed to enhancing the quality of life within the organisation and its beneficiaries.  Key purpose is to make the world a better place, rather than focus on material gain.
<b>Janet Mountain</b>	Achiever	Motivated to volunteer in projects, bringing professional skills to provide specialist roles.
	Influencer	Utilises trainer and facilitator skills and experience to encourage people to develop and make a fuller contribution themselves.
	The Devout: Giving is God's Will	Strong belief that volunteering is a living testament to the fact that faith and work within the community can be intertwined.
	The Altruist: Giving Feels Right	Keen to optimise her personal capacity and contribution to change society for the better.

Interviewee	Source of motivation	Reference
<b>Peter Green</b>	Influencer	Keen to be involved in leadership roles and influence the work of Friends Groups at local and national level.  Works on the steering groups for GP commissioning.
	Affiliator	Keen to sit and chat to patients as an aside to his official role  Enjoys attending events.  Thrives when working with committed people.
	The Devout: Giving is God's Will	A strong sense of purpose from personal experiences.  Keen to take his faith into the community.
	The Socialite: Giving is Fun	Attending events and meeting others is enjoyable.
	The Altruist: Giving Feels Right	An instilled value of befriending.  Takes the opportunity to respond to other needs when volunteering (for example: sitting and chatting to patients).
	The Dynast: Giving is a Family Tradition	Strong family beliefs in service to others.  Followed father's footsteps in visiting elderly and sick.



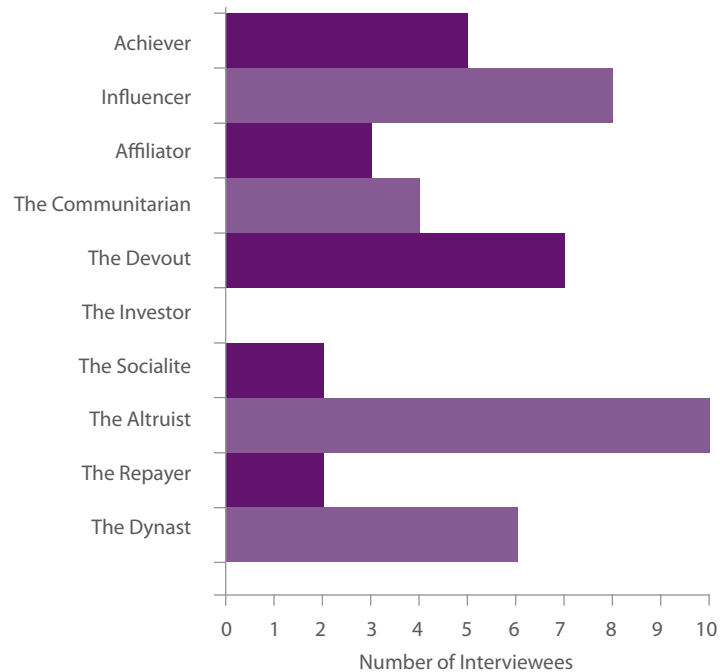
Interviewee	Source of motivation	Reference
<b>Chris Douglas</b>	Achiever	Ends up becoming an 'accidental leader' in many situations, due to a desire for projects to succeed.
	Affiliator	Enjoys joining in with others' efforts and a sense of team.
	The Communitarian: Giving Makes Sense	Feels it is logical for her to offer her time and talents to projects that would otherwise struggle with limited co-ordination.
	The Devout: Giving is God's Will	Considers the practical expression of faith to be important.
	The Socialite: Giving is Fun	While driven by achieving good outcomes, she sees the importance that people enjoy what they are doing.
	The Altruist: Giving Feels Right	A strong belief and value set that her role is to serve.
<b>Rachael Andrews</b>	Influencer	Committed to supporting people to explore ideas and make right choices.  Undertakes an 'enabling' role – giving opportunities to young mothers and children.
	The Devout: Giving is God's Will	Volunteered as part of mission team.
	The Altruist: Giving Feels Right	Strong commitment to fostering children, which required the managing of own emotions and those of her children.  Committed to making a difference. Willing for own perceptions are challenged.
	The Dynast: Giving is a Family Tradition	Early years instilled a belief that a sense of family is being part of the wider world.

Interviewee	Source of motivation	Reference
<b>Audrey Barbour</b>	Achiever	Roles in refurbishing the church and building homes for the aged.
	Influencer	Involved in promoting family planning when largely a taboo subject.  A wide range of leadership positions (as a JP and with local, regional and national League of Friends).
	The Communitarian: Giving Makes Sense	Committed to making a difference within the wider community
	The Altruist: Giving Feels Right	Keen to contribute to the wellbeing of people
	The Dynast: Giving is a Family Tradition	Took on the role typically played by wives of professional families

# 4

## Drawing the threads together

The interviewees told their stories; there was little prompting and they all had their own emphasis, a slightly different slant. Therefore, when we look to draw the threads together it is inevitable that we are going to see a real diversity. This is best summarised in a simple bar chart.



### Sources of motivation

Overall, interviewees' motivation seemed to identify more with a desire to influence (8 of 10) than a need to affiliate with others (3 out of 10). Achieving goals was seen as important to half of the respondents. It would be said that there is a real desire to make the world a better place, and less of a need to do that with other people.

Then, drawing from the work on why people give, there was a strong common thread of altruism in all 10 interviews. Faith-related values and beliefs were also important, together with family traditions.

In the light of my initial hypothesis, the sense from the interviewees varied:

- There was a definite sense that these were all activists and pragmatists: they did a lot. There were clearly differing balances on time spent in work directly linked to church, and time outside. One of the things that shone through is that in both situations the interviewees repeatedly found themselves in leadership roles.
- There seemed to be less of a considered framework behind the activity which drew from personal faith. While it was clearly there in some cases, there was also a sense that it was the interview questions themselves that prompted the reflection that joined the dots.

However, it was evident that all the interviewees threw themselves into their activities whole-heartedly. This wasn't an intellectual response, it was more about passion for their fellow man and woman, and a willingness to roll up their sleeves, get their hands dirty, and try and make the world a better place.

# 5

## *So can we change the world? Do these stories help us on our journey to the future?*

In 2011, Frances Maude (Minister for the Cabinet Office, and Paymaster General) and Nick Hurd (Minister for Civil Society) stated: "Our ambition is to stimulate a step change in giving... to make it easier to give time and money... to give better support to the trailblazers and innovators."

And we have seen the thrust of that in many different ways. Following the cautious reaction to Big Society, we have seen some reflection and reassessment, but the experts haven't really come up with the answer that produces the mass engagement sought.

The Chairman of the Association of Volunteer Managers, John Ramsey stated in 2008, that he is "not a believer in the existence of altruistic volunteering, of giving with no regards for yourself." His view is that "the volunteering relationship is not a one way altruistic pathway, but a two-way reciprocal relationship" (AVM 2008).

A similar theme echoed by Dr Peter Ngatia who argues that volunteerism built on altruism remains "episodic, short-lived and hence not sustainable" (The Guardian 2010).

Such mantras have become embedded in the philosophies of the gurus at Number 10, and so for example, we are seeing the proliferation of time-banking initiatives across government departments. This is not, and never will be, volunteering. It is simply a cashless exchange of goods and services.

What these simple interviews have highlighted is that across a range of men and women from their mid-40s to early 80s, altruism is alive and well. Reflection has to be given to the concept that the payback is in the sphere of their faith. While some interviews touch on a sense of responsibility, it is much more sophisticated than that. It is not about 'what we do' but who we are.

# Appendix 1

## Characteristics of seven faces of philanthropy

Category	Characteristics
<b>Communitarian</b>	Have local history, roots and giving
<b>"Giving Makes Good Sense."</b>	<p>May have been born there/interested in their community</p> <p>Success tied to success of community</p> <p>Philanthropy is exchange: good for their business</p> <p>Typically serve on board</p> <p>Like accountability on how money is spent</p> <p>Appreciate recognition: want name on room, community signs</p> <p>Gives across the board to lots of local groups</p>
<b>Devout</b>	Practice proportionate giving
<b>"Giving is God's Will"</b>	<p>96% of giving is focused on religion</p> <p>Supports outreach and mission work</p> <p>Strong sense of faith; rarely check to see if money used as said</p> <p>Moral obligation to give: "to whom much is given, much is expected"</p> <p>Don't want to be recognised, will get recognition on other side</p> <p>Believes everyone should be treated the same from small to large gifts</p> <p>Seeks little control on how contribution is used</p> <p>Not interested in being on board</p>

Category	Characteristics
<b>Investors</b>	Gives carefully after investigation
<b>"Giving is Good Business."</b>	<p>Looks for measurable returns on investment</p> <p>Philanthropy is a business relationship</p> <p>Tax avoidance is a high motivator</p> <p>Not seen as charitable gift: investment for return</p> <p>Looks at giving as optional: doesn't understand moral obligation</p> <p>Tends not to have high influence on organisation: rarely on board</p> <p>Likes some recognition: formal, among peers/above peer in community</p> <p>Important to determine who does ask: peer or above peer</p> <p>Prospect for anyone who can show bottom line/results</p> <p>Most likely to be interested in planned gifts</p>
<b>Socialite</b>	Motivated by creativity of event planning
<b>"Giving is Fun."</b>	<p>Fundraisers, not donors: help the organisation bring in their social circle</p> <p>Enjoy organising/attending event fundraisers</p> <p>Have the best events/creative ways to get people to give to your organisation</p> <p>Like to be honoured among their social network</p> <p>Expect sterling reputation: putting their reputation on the line</p> <p>Want personal attention; to be treated well; birthdays remembered etc.</p> <p>May be happy to host dinners etc. to intro/expose organisation to others</p>

Category	Characteristics
<b>Repayer</b>	Response to life-changing experience
<b>"Giving In Return."</b>	<p>Focused giving, usually education or health</p> <p>Benefit first, then philanthropic response</p> <p>Emphasis on results and beneficiaries</p> <p>Like low involvement in organisation</p> <p>Doesn't seek attention: want to be informed on how their gift is used</p> <p>Feel that philanthropic pound is more valuable than government pound</p>
<b>Altruist</b>	Genuine selfless donor: internally driven
<b>"Giving Feels Right."</b>	<p>Spontaneous donors: respond to crises</p> <p>Often social organisations: can change giving from year to year</p> <p>Believe wealthy have obligation to give</p> <p>Not influenced by others</p> <p>Prefer to be anonymous: similar to devout, but less religious</p> <p>Emphasize quality of life within organisation and its beneficiaries</p> <p>Rarely serve on board</p> <p>Can respond to direct mail/personal contact: dramatic story/appeal</p> <p>Direct service volunteers often are here</p>

Category	Characteristics
<b>Dynast</b>	Philanthropy is a strong family value
<b>"Giving is a family tradition."</b>	<p>Generational differences: younger may choose creative alternatives</p> <p>Most careful and selective of all</p> <p>Focus on core mission of institution</p> <p>Will use outside advisors</p> <p>Current group not necessarily following family's traditional groups</p> <p>Doesn't seek formal recognition for gifts: "if we put our name on it, they expect us to maintain it forever!"</p> <p>Like to help economically disadvantaged</p>

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## **David Wood and Attend**

David Wood is the Chief Executive of Attend, a national charity that supports people who are making their communities healthier and happier. Attend offers services such as insurance, training and legal advice as well as developing projects to explore new volunteering roles.

[www.attend.org.uk](http://www.attend.org.uk)

