

Autumn/Winter 10

In a Heartbeat



Putting the heartbeat back into the community

Following in Mum's footsteps



TWO Tonyrefail women have become Wales' first mum and daughter to work together as part of a team of life saving volunteers..

Jacqui Stephens, 41, is the area co-ordinator of RCT Community First Responder and helped set the group in February 2006.

Now one of the newest recruits of the 35-strong team is her daughter Zoe, 19, who completed her training in April and is now responding to calls for help alongside her mum.

Jacqui, who is a full time carer, says Zoe has been with the team as a supporter and fundraiser since it began but is now a trained First Responder.

She said: "Zoe and I have been out on several calls the last one being a patient unconscious and suffering breathing difficulties. We were able to begin life-saving procedures ahead of the arrival of paramedics."

Zoe who works as a teaching assistant, says she is thrilled to have completed her training and been able to go out on emergency calls with her mum.

She said: "I have been involved with the team since it started up in a fundraising, and generally helping out, type of role. However, now I am able to get out as a trained First Responder it's made a big difference and I really enjoy the role and feel we are making a big difference."

First Response

As we enter the final stages of this year, we look back through this issue at the outstanding achievements first responders have made right across Wales.

We are always proud to see stories of teams growing thank to the community support, but it is fantastic to see that we now have a number of volunteers really keeping it in the family!

The Trust this year has stepped back to firmly listen to the voices of our first responders. Following a number of meetings the Welsh Ambulance Service is conducting a national review of the delivery of the first responder scheme.

A group consisting of WAST staff and volunteers chaired by the deputy chief executive and supported by the regional directors, are meeting monthly to undertake a comprehensive review of how we are supporting the initiative for the people of Wales.

They are also driving through the necessary changes identified by the group at that time to improve the scheme firstly for existing volunteers and above all for patient outcome. To find out more log on to our Trust website and access the September Board meeting notes for a full update from the group.

Your regional first responder officers



North: Kevin Hands
Contact: 01978 366204



Central +West: Steve Roberts
Contact: 08448 700222



South East: Tony Rossetti
Contact: 02920 932917



Fast help



SAVING lives is a family affair for a team of Mumbles First Responders.

Father and son lifeguards, Paul and Darren Williams qualified as First Responders earlier this year and have been attending emergency calls together.

Darren, 23, a swimming instructor and RNLI Seasonal Area Supervisor, and his dad Paul, 46, who runs his own IT solutions company, were called to a Langland nursing home to assist an elderly resident suffering what was thought to be a cardiac arrest.

However, according to Paul before they even arrived at the scene he was called away to West Cross to help a second patient who was suffering breathing difficulties.

Paul said: "As it happened when I got to West Cross the paramedic had arrived and I was able to stand down, return to Langland, and help Darren.

"He did a fantastic job and had the patient, a very elderly man, calm and on oxygen and we helped get him into the ambulance.

"Darren was then asked to go to Morriston Hospital in the ambulance to assist the paramedic. The problem then was getting Darren home. In the end he got a lift to Singleton Hospital and his sister, Olivia, picked him up.

"All in all a good family effort and we were delighted to receive a letter of thanks from the Welsh Ambulance Service."

And Paul and Darren could soon be joined on the Mumbles First Responder team by a third member of the Williams family.

Paul said: "My other daughter, Emma, has just finished university and is looking to become a First Responder too.

"Being a First Responder goes hand-in-hand with being members of Langland Bay Lifeguard Club. It makes sense having lifeguards trained as First Responders and I know our Welsh Ambulance Service trainer, Steve Roberts, wants to see lifeguards trained as First Responders all the way from the Gower to Aberystwyth."

Service snippets

Know your limits

PEOPLE who enjoy a tippie or two can now monitor how many units alcoholic beverages contains thanks to a new unit calculator available on the NHS Direct Wales website.

The health risks associated with drinking too much alcohol include; liver disease; heart muscle damage; alcoholic dementia and psychiatric disorders to name a few. Evidence shows that around 1,000 deaths are attributed to alcohol per year in Wales.

It is recommended that men should not regularly drink more than 3-4 units per day and women not more than 2-3 units per day.

The calculator and further information on alcohol can be viewed in the Health Information section of the website www.nhsdirectwales.nhs.uk.

Cardiff City hall

THE Welsh Ambulance Service was well represented at a Special Emergency Services Event outside Cardiff City Hall Saturday 11th September.

Paramedic Supervisor Greg Lloyd was joined by First Responder Officer Tony Rossetti and Acting Comms Manager Richard Timothy.

The event was an opportunity to showcase some of the diverse functions agencies and services in Cardiff provide, and how they work together to ensure Cardiff remains a safe place to live, work and visit.

The event included an array of over 50 attractions, ranging from an underwater search and rescue exercise, dog and horse handling displays and an abseiling demonstration down the side of City Hall by the Police's Specialist Search team, to dance acts from around the world, fairground rides and flight simulator, emergency services vehicles – including a WAST vehicle and the triage unit.

Engaging with the public



WELSH Ambulance Staff linked up with volunteer lifesavers at the recent Betws y Coed fun day to give visitors a snapshot of the service and skills they offer.

Paramedics joined Community First Responders from Llanrwst, Betws y Coed, Cerrigydrudion and Denbigh on the show ground as part of

the event's emergency services section.

During the day the group chatted to visitors about the role they play in communities and the different strands that make up the Welsh Ambulance Service.

They also rolled out the Conwy and Denbighshire ambulance staff commitment to promoting the Message in a Bottle campaign.

The initiative provides a bottle which contains an information form and can be kept in the fridge.

Each bottle can act as a lifesaver for its owner, a form inside contains personal information such as medical problems, allergies and what medication they are taking. The form can also carry details of the person's GP, family pet and any next of kin.

Green cross stickers are provided for the hallway and fridge door to alert the emergency services that the bottle is in the fridge.

Ambulance frontline staff and community first responders are carrying the bottles and information on the scheme if wanted by patients.

Llanrwst paramedic Alun Roberts who attended the event said: " I attended an incident where the patient concerned suffered with poor memory and was unable to give us vital medical information, the family were also unsure. I found the stickers on the door and fridge and was able to utilise this info on my form which was very useful."



THE Deputy Minister for Social Services announced the winners of the Welsh Language in Healthcare Awards at the Welsh Language in Healthcare Conference on 27 May 2010.

Two submissions from WAST came third, Eirwen Roberts, North Control in the Welsh Learner of the Year

category and James T Moore, Head of Workforce Modernisation and Development with the Welsh Language Awareness section in the Staff Handbook. NHSDW had a stand at the event to promote the Welsh On Line Enquiry Service.

The conference provided an ideal opportunity to share examples of good practice with colleagues within the NHS and social care with presentations and workshops held during the day to discuss developing bilingual provision.

Service snippets

Goodbye Harold



NORTH Wales regional staff officer Harold Burrows is standing down at the end of June after completing 31 years work with the ambulance service.

Harold, of Denbigh, started with the ambulance service in Gwent on January 8, 1979, at Chepstow ambulance station.

The regional staff officer also laid the groundwork for more the development of working relationships between control and road staff, and was instrumental in bringing into being the Community First Responder Scheme in North Wales.

Innovative thinker scoops national award

A LEADER of information innovation has been honoured for the way in which he's revolutionised data handling across the Welsh Ambulance Service.

Senior Systems Developer Steve Eyre has been awarded the Welsh Ambulance Service national Employee Award for his achievement in the deployment and successful implementation of innovative technologies in the Trust.

Since joining the Trust in 2007, Steve has introduced the Launchpad system which enables the right staff to get the right information they need on issues such as performance and ambulance deployment.

Engaging with the public



VILLAGERS in St Athan have had a double boost to their community with the recent qualification of their local Police Community Support Officer as an Ambulance Service Community First Responder.

PCSO Lynda Fraser, originally from Barry and a part of the Neighbourhood Policing Team for the St Athan area which also takes in the nearby villages of Gileston and Flemingston, has recently become a First Responder for these areas.

"I'd always kept up to date with first aid training due to my association with scouts and cubs, so it made sense to me that I also offer my

services as a First Responder to the communities which I serve on the beat," said Lynda.

"The main employer of course is the RAF in St Athan and that means keeping an eye on the housing and services accommodation that comes with the base. It's an interesting and diverse area with local families and incoming service personnel. I have a great working relationship with the RAF and Ministry of Defence Police and as you'd understand it can be quite busy at times."

The change in role for Lynda is a marked difference to her early career: "I used to work in Cardiff for the Pension Service but I wanted to play a role in the community and make a difference. My work in the Pension Service meant dealing with people on the phone all the time, but I preferred meeting people face to face and going that extra mile to help people.

"The more I went out and about as a PCSO the more I realised that I could probably get to places quickly and make a difference as a First Responder. I've already attended to a lady who was choking badly, and thank goodness I was able to help and she was fine.

"These combined roles give me and hopefully the community more confidence that we can deal with events. I feel better able to get involved and I'm hoping it might persuade other PCSO's to be trained as First Responders so they can offer their communities that bit extra in terms of support and help.

"I'd encourage my colleagues and in fact anyone who wants to serve their communities to get involved in First Responding. To find that you can make a difference to people's lives is so uplifting and I hope the people of the St Athan area will find my contribution to their communities worthwhile."

First Responder Officer Tony Rossetti commented: "It's people like Lynda who bring the value of the role of First Responders to the fore, and if it can be combined with other public service roles such as Police Community Support Officers then that can surely only benefit the communities they serve."

In the news

Training donation for Vale volunteer lifesavers



VOLUNTEER Vale of Clwyd lifesavers are keeping their skills in tip top condition thanks to a donation from a national Welsh association.

WHA (Welsh Hospitals and Health Services Association), the leading health care cash plan in Wales, has donated £1,175 to the Denbigh Community First Responders to provide the volunteers with an airway man trainer.

This specialised training mannequin will enable the team to regularly practice the correct placement of a Guedel Airway Tube and CPR techniques.

The team is co-managed by paramedics Gareth Williams of Denbigh and Ffion Lambrecht of Holywell, and led by team co-ordinator Vicky Hignett.

Passing down skills

A WELSH Ambulance Service volunteer First Responder is taking her lifesaving message into schools, rugby clubs and WI groups.

Retired florist Betty Jenkins has been a First Responder and co-ordinator of the Pennard group for more than five years and is now teaching lifesaving skills to others as well as responding to emergency calls for help.

She said: "I do really enjoy it. When I go to schools I wear my First Responder uniform which is the same as ambulance drivers or paramedics. I wear it as children know the uniform so it makes my task easier.

"Although I visit schools as a First Responder I also attend as a member of the British Heart Foundation so it's a joint effort really. The Resuscitation Annie models and Baby Annie's I use to demonstrate CPR and other life saving techniques belong to the British Heart Foundation.



RHONDDA MP Chris Bryant had paid tribute to local Welsh Ambulance Service lifesaving volunteers.

Members of the Rhondda Cynon Taf First Responders visited his constituency office in Tonypanyd and gave him a special demonstration of their skills and he was very impressed.

The Labour MP, who has held the Rhondda seat since 2001, said he was honoured after being asked to become President of Rhondda Cynon Taf First Responders and he praised their work and community spirit.

He said: "I was delighted and honoured to be asked to be the President of Rhondda Cynon Taf First Responder Group and accepted without hesitation. I was impressed by the demonstration they gave me highlighting the skills they have learned for the benefit of our community.

"It's fabulous we have so many people willing to give up their time and making themselves available to respond to patients in need of urgent medical intervention. The local geography presents huge challenges to paramedics and emergency services.

"It's comforting to know there is a team of volunteers on hand ready to step in and give urgent assistance to a patient until paramedics can get to the scene."

The group's co-ordinator Jacqui Stephens wrote to Mr Bryant asking him to consider being the group's President and she explained that the team of First Responders dropped in on his constituency office to explain their voluntary lifesaving work and demonstrated some of their First Aid techniques.

She said: "We thought it would be nice to have our MP on board and were really pleased when he accepted and invited us to his office. Rhondda Cynon Taf First responders formed in 2005 and went 'live' in February 2006. Since then we have gone from strength to strength.

"We now have 25 active members and 15 new members awaiting training. We are a really active group undertaking lots of fundraising activities and holding social events alongside our training nights. We have just completed a sponsored walk from Gelli Ambulance Station to the Royal Glamorgan Hospital at Talbot Green raising more than £1,000."

Stef Roberts is the team trainer/manager for Rhondda Cynon Taf First Responder Group and he joined his team in demonstrating First Aid lifesaving techniques to Mr Bryant.

He said: "Specialist training for members of the public in basic life support skills can and does save lives. The First responder Scheme does not, in any way, replace emergency services but is a valuable and important resource which can be vital in the first few minutes of a life-threatening situation.

In the news

Jacqui's reward



COMMUNITY First Responder (CFR), Jacqueline Stephens has been presented with a Welsh Ambulance Service Volunteer Award for her services.

For more than 5 years Jacqui has proven herself to be a great advocate of both the CFR scheme and the Ambulance Service itself. She has remained a very active CFR and dedicates many hours on call and has responded to many life threatening incidents.

"It's a real privilege to be presented with this award," said Jacqui who has more recently taken over as scheme co-ordinator for the three responder schemes in Tonyrefail, Porth and Tonypanyd.

"I get so much personal satisfaction and pride in what I do, to help another human being through a difficult time, and to make the situation a little less stressful for them, is worth more than any other thing I have achieved in the past. Nothing can compare to the joy I feel when I am able to be in someone's home and give them the help they need!"

"I wanted to do something for a worthwhile service, as well as give something back to the community within which I'd grown up," added Jacqui. "My fellow Responders and myself set up our team. We formed a committee, did some fund raising for equipment and uniforms and since then we've never looked back.

"The ambulance service has not only given me the skills I have, they've made sure I'm up to date with new guidelines in order to help me do my job to the best of my ability; and on top of all that I have the humble satisfaction that I can and do make a difference."

Following in George's memory



A VOLUNTEER who has put her heart and soul into leading a team of Vale of Clwyd lifesavers was left speechless after receiving an inaugural award in honour of her outstanding commitment.

Denbigh Community First Responder team co-ordinator Vicky Hignett has received the George Jones Memorial Award for outstanding contribution to the lifesaving scheme.

The award was launched in memory of George, of Llanrwst, who passed away last December following a long illness. It is in honour of his dedication to Community First Responder schemes in the Conwy Valley.

He took on the role of Team Co-ordinator, and thanks to his huge efforts he kept the team in the community limelight.

Vicky receives the award for following in George's footsteps by using her own life experience to help get the Denbigh team off the ground and turn it into a successful scheme with the support of team manager, Denbigh based paramedic Gareth Williams.

Her inspiration comes from her father having a heart attack at the age of 47 and the GP responding very quickly. For that her father had another 17 years with his family until he passed away.

Vicky was presented with the award by interim chief executive Elwyn Price-Morris.

Regional first responder officer Kevin Hands said: "She's always said if it wasn't for that quick response she would have lost her father there and then. Vicky has been a great support in getting Denbigh up and running strong since January 2009, she with the support of all the team has created such a great rapport between the volunteers and public.

"She works hard to maintain the moral of the team, she does the rota every week which everyone gets in an email. She also arranges group meetings once a month for the team to catch up, talk about their roles and take part in training sessions.

Kevin added: "She has been a major player in not only increasing the profile of first responders in the Vale of Clwyd, but also across the region."

On receiving the award, Vicky said: "I was absolutely speechless when I was informed I had won, and it's not often I am! The fact that it is in memory of George has moved me considerably. I am really proud to receive this and want to dedicate it to all the team for their huge commitment to making the scheme work in Denbigh and the surrounding area."

In the news

Training Test



THE Welsh Ambulance Service's next generation of emergency medical technicians are being put through their paces thanks to a helping hand from volunteer lifesavers.

Using life-like makeup and good thespian skills, Llansannan Community First Responders are bringing training scenarios to life for the recruits currently learning their trade at the Trust's Abergele training centre.

The volunteers donned special effects makeup to become patients during mock incidents which included fires and train crashes.

Each one of the volunteers was given a specific role and task to test the trainees as if they were facing a real life patient in front of them.

Llansannan team co-ordinator Rhian Jones explained: "We had the invitation to assist the training school by acting as casualties to help train the new emergency medical technicians.

"The team jumped at the chance and it's been such an interesting experience for all of us. We've had a firsthand look into how the Welsh Ambulance Service runs training for its new frontline recruits, picked up a few medical tips along the way and generally scared each other thanks to the realistic makeup we've been sporting during the scenarios!"



A LOYAL and committed team of life savers have reached another major milestone thanks to the dedication of their volunteer members.

The Barry First Responders, who attend emergency medical situations all over the town, day and night, have helped their 2000th person in their hour of need – the first group in Wales to do so.

And they've had their praises sung by their Patron, Jane Hutt Labour AM for the Vale of Glamorgan and a Minister in the Welsh Assembly Government.

Ms Hutt, the Minister for Business and Budget and assembly member for the Vale of Glamorgan, congratulated the volunteers on reaching their 2000th call out and said she was proud to be the patron of such a successful group.

She said: "This puts the pioneering Barry scheme in first place for their commitment in serving the community and supporting the Welsh Ambulance Trust crew who are on the front line of professional public service."

Glen, a father to Jennifer, four, added: "Shock kills a lot of people and just by keeping them warm and by having that person there to hold their hand can often be enough until the ambulance crew get there.

"You see the change in people as soon as you get there, both the patient and family, they start to relax."

But sometimes responders are called upon to act fast and only in the last week, members of the group saved two people who had gone into cardiac arrest.

New peak for PADS



WALKERS faced with a life threatening emergency on top of the roof of Wales will find help at hand thanks to a new public initiative.

The Welsh Ambulance Service has joined together with Snowdon Mountain Railway, Arrhythmia Alliance and AED Locator to place a brand new Public Access Defibrillator Scheme Site in Hafod Eryri on the summit of Snowdon.

The new Snowdon Public Access Defibrillator can be used to assist a patient on or near the summit until the emergency services can reach the incident.

The Welsh Ambulance Service has trained over 3000 volunteers to man the Trust's 34 current Public Access Defibrillator Schemes (PADS) across Wales.

National PADS Manager Gerard Rothwell, based at Lansdowne Hospital, Cardiff, oversees the development of existing and new schemes across the country.

He trained some of the Snowdon Mountain Railway café staff, Snowdonia National Park Authority Wardens and Llanberis Mountain Rescue volunteers to be able to use the new summit equipment if the need arises.

Gerard said: "We carried out the training course at the summit building to give some of the staff skills in Basic Life Support, recovery position and use of an AED, with practical scenarios."

Gerard added: "The summit is such an ideal place to have a PADS site due to the massive amount of people who visit it each year. Early response times to cardiac emergencies and the delivery of basic life-saving treatment are the key to saving lives."

Sister act recognised



TWO sisters have been recognised by the Welsh Ambulance Trust for the part they played during a major rescue operation in freezing cold conditions.

Cerrydrudion Community First Responders Nerys and Olga Davies have both been awarded a Welsh Ambulance Service Regional Volunteer Award following their efforts on the morning of January 7.

On the morning of January 7, their skills were put to the test when the sisters received a call reporting a man trapped underneath a fallen tree on the outskirts of Corwen.

Nerys and Olga were one of the first emergency resources to reach the patient. They negotiated treacherous adverse winter weather to get to the patient

News roundup

husband and wife lifesavers



A volunteer lifesaving duo has added a little bit of history to the area they serve in. Corwen Community First Responders team co-ordinator Rebecca Roberts is getting ready to welcome a new face into the team that serves the town and surrounding area. And that face is her husband of only a few months, Alex Roberts.

The pair is the first husband and wife team to join together under the mantle of the volunteer lifesaving scheme in South Denbighshire. The duo first met nine years ago at Corwen Leisure centre and hasn't looked back since. Rebecca joined the first responders over two years ago and when Alex decided to sign up earlier this year, they both agreed to make a fresh start in the team thanks to wedding bliss! Rebecca said: "I met Alex nine years ago while teaching swimming lessons at the local leisure centre before being a first responder. He proposed last year in Ireland and he had the ring on this occasion so I thought I had better say yes! Along with the other members, Rebecca and Alex have already taken part in training sessions together.

"Training has been a bit strange but we have been used to working and training as lifeguards and swimming teachers for the past few years. It does help when working together because you know how the other will react and deal with the situation as Alex has 13 years working as a retained firefighter in Corwen.



AN ambulance man's picture perfect moments of a charity's commitment to helping people in a third world country has taken pride of place in an exhibition. South East Regional First Responder Officer Tony Rossetti and keen photographer has been picked as the top snapper to capture the essence behind PONT (Partnerships Overseas Networking Trust) at a recent photographic competition

celebrating the charity which is based in Pontypridd.

The Welsh Ambulance Service joined forces with PONT to improve the lives of residents in a district of Uganda called Mbale and 'Make Poverty History' there.

Nine ambulance service frontline staff, included Tony, from Bridgend, have in the last year twice visited Mbale on invitation by PONT to explore the possibility of setting up an Emergency Ambulance Service for the region. In November 2009 they have passed on clinical skills to over 60 Operational Level Health Workers and returning to the area in April this year, Tony trained a further 17.

While in the region, Tony captured on film the Welsh Ambulance Service group's efforts to teach basic life saving skills to the residents and their new found relationships with the people they met in Mbale.

And his efforts won for him first and second prize in the PONT competition held recently.

He said: "I am really proud that my efforts to capture life out in Mbale have been recognised. It's been such a humbling experience to go out there, the people are fantastic, they are so willing to learn despite contending with conditions that we would never see here in Wales."

"On my return trip in April I also had more strategic meetings with senior health officials from the three districts of Mable, Manafwa and Bududa, where major landslide was last year, to agree on the three motorcycle ambulance pilot schemes.

He added: "I also had the privileged opportunity to visit the landslide re-settlement camps which was a very moving experience. Ugandans are very resourceful people who, despite the enormity and tragedy of the 'Aberfan' type disaster experienced in the Bududa district on St Davids day this year, just seem to accept it and strive to help each other and move on."

Tony also staged a photographic exhibition of his experiences in Mbale at Pontypridd Museum.

The paramedics and technicians from the Welsh Ambulance Service are collecting donations for the Mbale service and plans are being drawn up to bring Ugandan medics to Wales to boost their training skills.

The group is continually fundraising for PONT and is looking to purchase a number of special sidecar motorbikes for the region.

If you want to see something published in this magazine contact the Corporate Communications team on:

01745 532996



Gwybodaeth Iaith Gymraeg Welsh Language Information



TWF Cymraeg o'r Crud

Mae Twf yn un o brojectau Bwrdd yr Iaith Gymraeg a noddir gan Lywodraeth Cynulliad Cymru i rieni roi'r cyfle gorau i'w plant – anrheg am byth.

Manteision i blentyn fod yn ddwyieithog:
Mae ymchwil yn dangos fod plant sy'n deall mwy nag un iaith yn gallu meddwl yn fwy creadigol a hyblyg.
Manteision economaidd pendant pan fydd eich plentyn yn chwilio am swydd yng Nghymru
Gall person dwyieithog siarad â chylch ehangach o bobl

Mae canlyniadau diweddar wedi dangos fod plant sy'n derbyn addysg ddwyieithog yn tueddu i wneud yn well ar draws y cwricwlwm – gan gynnwys Saesneg!

Fyddai hi'n well i blentyn ddysgu iaith mwy 'defnyddiol' fel Ffrangeg, Almaeneg neu Sbaeneg? Gyda thwf yn y defnydd o Gymraeg ym mhob agwedd o fywyd cyhoeddus yng Nghymru a'r cynnydd yn y cyfleoedd am swyddi lle mae angen Cymraeg fel sgil, mae'r gallu i siarad Cymraeg yn fwy a mwy defnyddiol wrth chwilio am swyddi.

TWF 2 Languages from Day 1

Twf is a Welsh Language Board Project, sponsored by the Welsh Assembly Government. The project enables parents to get the best for their kids passing on the gift of Welsh.

Advantages for a child to be bilingual:
Research shows that children who understand more than one language are able to think more flexibly and creatively.
Economic advantages when your child is looking for a job in Wales
A bilingual person can communicate with a wider variety of people

Recent results have shown that children receiving bilingual education tend to do better right across the curriculum – including in English!

Wouldn't it be better for my child to learn a more 'useful' language like French, German or Spanish? With the increase in the use of Welsh currently happening in every aspect of public life in Wales and the increase in job opportunities where bilingual skills are required, the ability to speak Welsh is becoming more and more useful when seeking jobs.

Helping hand for Llangollen



A Denbighshire volunteer is preparing to paint a new dawn for a lifesaving scheme in the heart of a tourist town.

Llangollen painter and decorator Pat Harper is appealing for volunteers to join him in forming a new Community First Responder team to operate in town and surrounding area.

Pat, who has invested in first aid skills during his working career, trained alongside colleagues from Corwen Community First Responders. He is now hoping to pass down what he has learnt to new volunteers from Llangollen, and more importantly the community in which he lives as team co-ordinator for the new scheme.