



Dear Fundraiser

We hope this finds you well.

We wanted to write to personally thank you for choosing to support Steel Bones. We are thrilled to have you as one of our Fundraising Champions and it really means so much to the whole community.

You are incredibly important to helping our work continue and ensuring we can help more amputee families. We serve over 1400 amputees with their families that is a community of 1000s across England and Wales, every single penny raised helps us do more locally on the ground with those families who most need it. IT IS AWESOME to have you on board !!

We hope the enclosed information may help with your fundraising adventure. Please email us photos of the event or tag us in social media with any information you would like us to share as the community loves to see things like this.

Thank you so much for joining our Fundraising Champions.

With all best wishes

Eljoystaines

Emma and Leigh Joy-Staines
Founders
STEEL BONES CHARITY
Hello@steelbone.co.uk



🎯 Fundraising Ideas for Steel Bones Supporters

◇ Community Events

Bake Sale – Run one at your workplace, school, or community centre.

Coffee Morning / Afternoon Tea – Invite friends and neighbours.

Pub Quiz Night – Charge an entry fee and ask for raffle donations.

Car Boot Sale – Sell unused items with proceeds going to Steel Bones.

Community BBQ or Picnic – Charge a small entry fee or suggest donations.

Charity Football Match or Sports Day – Invite local teams or schools.

◇ Personal Challenges

Sponsored Walk / Run / Cycle / Swim

Skydive or Bungee Jump

Climb a mountain or complete a fitness milestone (e.g., 100k steps in a week)

Go “Offline” for a Day / Week – Digital detox for donations

Give Up a Habit Challenge – No sugar, no takeaways, no swearing!

◇ Creative Fundraising

Craft or Art Sale – Sell handmade goods or art online or at a market.

Talent Show or Open Mic Night

Online Gaming Stream / Tournament

Pet Show / Dog Walk Event

"Name the Teddy" or Guessing Games – Simple but effective at fairs and schools.

◇ Workplace Fundraising

Dress Down Day / Themed Day

Cake Raffle or Lunchtime Quiz

Matched Giving – Ask your employer if they’ll match your fundraising.

Payroll Giving – Encourage regular donations from your workplace.



How to Gain Sponsorship for a Personal Challenge

1. Start with Your Network

Make a list of local businesses, friends, employers, gyms, or clubs you're connected to.

Focus on those who have a link to disability, sport, or community support.

2. Create a Simple Sponsorship Pack – you could set up a Justgiving page at

www.justgiving.co.uk

Include:

What you're doing (e.g., skydiving)

Why you're doing it (personal story, connection to Steel Bones)

Fundraising target and deadline

What the money supports (e.g., amputee family events, peer support, youth activities)

What the sponsor gets (brand exposure, social media shoutouts, name on your t-shirt)

3. Ways to Offer Sponsor Visibility

Logo on your fundraising page, clothing, or banner

Thank-you posts on Facebook, Instagram, LinkedIn

Mention in your local press release (happy to help draft one)

Photos wearing their logo post-event

4. Approach Sponsors Professionally

Email or visit them in person

Bring a printed version of your sponsorship info

Be clear, brief, and passionate

5. Follow Up & Show Gratitude

Share your journey, tag them in photos, and say thank you publicly

Offer a certificate or small token of appreciation after the event



Information on Steel Bones

Steel Bones helps amputee families live life to the full, helped by a proactive supportive peer community. The support we provide empowers the amputee and their family and friends helping in moments of stress and crisis. Steel Bones has a year round calendar of regular social events for amputees and their families. Passionate about inspiring the next generation and the wider public to be fully inclusive, Steel Bones provides engaging awareness workshops for primary schools and publishes children's books featuring amputee families in settings familiar to all readers, young and old.

Steel Bones is community-based and demand-led; it provides direct support where there is a geographical or service need and provides advice, guidance or signposting to relevant services to help amputee families navigate the complex, and often confusing, amputee support landscape. Our telephone support service, the Bones Line, our website and online community help support amputee families across England and Wales, while our local, volunteer-led, Steel Bones' hubs work on the ground with amputee families in their own communities.

Helping amputee families live life to the full

121 Family Support – Free Support Packs and Information

Free Events – School Workshops and Children's Books

For Amputee Families by Amputee Families

Steel Bones was founded in July 2015 by Emma and Leigh Joy-Staines. Leigh had his leg amputated at 25 after a series of operations to treat clubfoot, a deformity of the feet that causes them to point down and inwards.

Leigh's amputation followed an unsuccessful operation which saw the last remaining artery to his foot severed. Following his discharge from hospital, Leigh and Emma struggled to find support groups following the procedure. Leigh said: "I had been given no information. There was no offer of support. There was absolutely nobody to turn to for advice. And despite the love and care of my girlfriend Emma, I felt utterly alone."

They decided to create a support network for people like him. "Emma and I decided to form a Facebook group called Steel Bones – a play on words to demonstrate how strong we could be together, inspired by our then 4 year old Son, Teddy reading the Funny Bones book" he said. "We were hoping to meet a few friends and create a forum to have a conversation."

The group snowballed however and soon there was a whole community of people across the UK who felt the same way as Leigh and Emma. They arranged a bit of a get-together and 60 people travelled from across the country to meet. And just like that, a network of people formed who had all felt alone and now no longer were. Leigh and his family have been bowled over by the amazing connections and impact Steel Bones has had on making a real difference to amputee families and they are very grateful for their generous business friends and the amazing amputee families who have joined them on this journey.

The charity is now a Lottery Funded organisation serving more than 1400 amputees across England and Wales with a busy events programme available to all for free. Lottery funding covers 30% of our income required and is solely for the national peer mentoring programme which pays for the small staff we have employed. All other local activities are not funded and we rely on grants from local organisations and individuals to keep these happening.

**THANK YOU FOR MAKING OUR WORK POSSIBLE AND FOR BREAKING DOWN
BARRIERS – EMPOWERING THE AMPUTEE COMMUNITY**

**OUR COMMUNITY THRIVES ON THE YOU ARE NOT ALONE – WE ARE
IN THIS TOGETHER MENTALITY**

KEY WORDS FOR OUR COMMUNITY

SENSITIVE

EMPOWERING

NONJUDGEMENTAL

UNSELFISH

COMPASSIONATE

MOTIVATING

UNDERSTANDING

LISTENERS

PROBLEM SOLVERS

CONFIDENTIAL

DISCREET

WELCOMING

FRIENDLY

SMILEY

TEAMWORK

POSITIVE

EQUAL

FAIR

ALL ARE WELCOME

MUTUAL RESPECT



Steel Bones Agreement

We are passionate about providing excellent, empowering support to amputee families

We at Steel Bones agree to **empower and support** your family through one or more of the following, dependent on volunteers and resources available:

- Introduction email or phone call from a team member
- Send a Steel Bones family support pack
- Speaking with prosthetic, housing and/or occupational therapists on your behalf, when requested, to resolve tricky problems or speed up delayed action
- Provide research on grants which the family can apply to for adaptations to the home/workplace or retraining for new careers
- Signpost to experts on benefits, housing advice
- Provide amputee group events open to all
- Signposting to hobby or sports clubs suitable
- Please read more here on the ways Steel Bones helps amputee families:
<https://steelbone.co.uk/how-can-steel-bones-help-me/>
- Send a monthly e newsletter
- Maintain Proper practice of collecting and holding data in line with Privacy Policy found [here](#)

Everyone involved in our Community agrees to maintain the Community Culture.

**Our key elements to this are
EQUALITY AND FAIRNESS
RESPECTFUL AND FAIR COMMUNICATION
NON-JUDGEMENTAL COMMUNITY
TRUST AND INTEGRITY
TEAMWORK**

Any personal information you give to us will be held confidentially in line with current Data Protection legislation and our GDPR, Confidentiality Policies. However, if we have concerns regarding any danger to yourself or others, we have a duty of care to report these. All safeguarding concerns are reported to one of our Designated Safeguarding Officers (Director or Chairman)

Amputee families working with Steel Bones will always:

- **CO-OPERATE AND SUPPORT ONE ANOTHER:** We want to ensure that everyone gets the most out of their engagement with the charity. We value an ethos of comradeship and will uphold the reputation of the charity through co-operation and mutual support. The relationship between beneficiaries and Steel Bones UK staff and volunteers should be professional, collaborative, and help maintain the wellbeing of everybody involved with the charity.
- Steel Bones will not accept any form of verbal abuse, physical aggression, inappropriate sexualised behaviour, bullying or unreasonable demands. Our behaviours should include our values of kindness, dignity, and friendliness.
- Families should **not be intoxicated** when speaking to us. Family Mentors will end the call or visit and contact 48 hours later to do a wellbeing check.
- **Openness and honesty:** from all involved to ensure we can access the right and best support for you
- Respect The Steel Bones Social Media [Policy](#) and Facebook Group Rules
- Respect Steel Bones Team are mainly volunteers besides 1 Full Time and 3 Part Time employees so please be patient with us as we undergo massive transition in building our resources to enable us to help more families.
- Respect our opening hours 10am-7pm each weekday and 10-4pm every Saturday. The line relies on volunteers to man it so please leave a message if we are unable to pick up your call and we shall respond within 48 hours. Outside these hours please email us on hello@steelbone.co.uk and we shall attend to the email within 48 hours. **01223 734 000**
- Like our Facebook Page; 'STEEL BONES' and join our Facebook group 'STEEL BONES'
- We try to keep all support to email and phonecalls to help us help as many people as possible. Family mentors will only visit homes when necessary and will do so with a fellow Family mentor colleague. If a face to face catch up is necessary we will arrange these in cafes.
- Family Mentors or Trustees cannot accept any gifts. They instead ask that you donate any value you choose to Steel Bones as a token of thanks. Steel Bones rewards and recognizes team members regularly. The team are very grateful for

any donations you choose to gift and prefer this to go back into the organization so we can help as many people as possible.

- Click here to sign up to our emailing list and register for your family support pack: <https://database.steelbone.co.uk/register>

All beneficiaries, staff and volunteers will be made aware of this agreement, our community culture document. Awareness training and how to respond in the event of an incident will be provided for all staff, and volunteers with ongoing support through line management. We will seek to resolve any issues or conflicts informally. However, there may be occasions where Steel Bones may take formal action. This may include, for example, a verbal or written notice of advice, a change in the way we provide services or a termination of support.

Beneficiaries have a right to use the Steel Bones [complaints](#) procedure in relation to any action taken against them regarding a considered breach of the beneficiary code of conduct.

Within Steel Bones, there are other policies and procedures which underpin the work we do. Further information can be found on our policies page: [Steel Bones Policy Catalogue.docx](#)

Last reviewed June 2024

OUR COMMUNITY CULTURE

Steel Bones is a small, new charity just 7 years old, but one that punches above its weight and growing very quickly. It is a very busy, responsive environment. Our team all have a passion make a difference and want to be part of something growing bigger and helping more families each day. We are working together to build a robust infrastructure that will be helping thousands of amputee families. Our Team from Founders, Trustees to event volunteers all work hard to provide a proactive, supportive community in amongst their own battles. We ask that our community of families and team members is one which provides mutual respect and understanding to all. There is no place for anything else in Steel Bones.

Our Mission is to Help amputee families live life to the full overcoming the trauma of amputation. Our Vision is every amputee family is made aware of us through NHS, private health care referrals. Not everyone will need or want support immediately, but the most important thing is they are aware.

We are building a community in which everyone is treated equally no matter what your background or how many times you attend events or volunteer or if you need time out, you are treated equally. Steel Bones will always be a non-judgemental place and everyone feels at home. Everyone has fun meeting others and can be themselves. It is a positive, empowering, and proactive environment.

EQUALITY AND FAIRNESS

All are welcome whatever background, race, religion. Respect for everyone involved. Accepting people for each other's uniqueness and celebrating our difference. Different opinions diversify the conversation and activities. It is important everyone feels able to share their

opinions respectfully and in turn be respectfully listened to. We can discuss new and different ideas and no doubt a wonderful compromise or new idea will come out of those conversations.

It is a community that respects everyone's individual journey. Different issues affect people differently. No one will be judged on how it affects them or made they feel they should or could be doing anything else. Everyone will be accepted as they are. No one can fully understand another Journey or be aware of everything that individual is enduring.

TEAMWORK

A working environment between all members, Trustees, Team, Funders, Volunteers and Employees in which everyone feels comfortable working hard to achieve the end objective. We celebrate our successes and resolve challenges together. Everyone's opinion and idea matters. There are no silly questions. There are no egos in Steel Bones, no one person is responsible for a success there will always be at least a handful of people involved if not more.

Shouting, swearing and accusing of one another is not acceptable and has no place in Steel Bones. This is a place where people can talk to one another with kindness.

While we face tough challenges along the way, we nurture an inspiring, fun and positive team environment where everyone feels valued and able to make valued contributions. If someone is finding this tricky, they will seek support from Steel Bones leader for the event or activity.

TRUST/INTEGRITY

Our Community is open and honest with one another. Our Community is mindful of the respect and space needed in tricky times. Our Community are reliable with one another and upfront. All conversations at events and between community members will be treated in the strictest of confidences.

COMMUNICATION

Respectful and fair communication throughout our community. Everyone chooses to communicate in different ways and some are louder or quieter than others. Our community and events foster an atmosphere where everyone is sensitive to others, not talking over people, ensuring everyone has a chance to speak and encouraging those who are quiet to share their experiences if they feel able to.

Asking people questions and the power of listening is at the heart of Steel Bones. To feel listened to has a powerful impact.

We all have our own uniqueness and gossiping, negativity towards others will not be tolerated. It is uncalled for in a community where we all endure the toughest of times. It has no place in Steel Bones.

We often discuss very tough issues at events, in these moments the peer community and team will support the person in need with superb lived experience and tips. Following this, it is important everyone can talk about lighter topics and not leave events anxious or depressed but rather relieved after received some excellent help and feeling a buzz inside that they are not alone, and we are in this together.

As Steel Bones grows we know it will become harder to keep hold of this Culture, it is everyone's responsibility throughout the Community to protect the community we have created.

Steel Bones thrives and expands on the mutual understanding, appreciation, respect that exists in its homegrown community.

We will seek to resolve any issues or conflicts informally. However, there may be occasions where Steel Bones may take formal action. This may include, for example, a verbal or written notice of advice, a change in the way we provide services or a termination of support.

Beneficiaries have a right to use the Steel Bones complaints procedure in relation to any action taken against them regarding a considered breach of the beneficiary code of conduct.

Wellbeing

Everyone at Steel Bones is encouraged to prioritise their wellbeing and to communicate with their line manager if they require any additional support to complete their tasks.

You must only carry out tasks when feeling well. Your wellbeing is paramount and takes priority.

We ask everyone to be mindful when feeling unwell, we do not expect you to carry out work for Steel Bones when you are feeling unwell, your wellbeing always comes first.

Please watch this video: <https://www.youtube.com/watch?v=tcp6bZQA4h4&t=35s>

We want your help in maintaining a culture of understanding and openness which can help everyone in protecting each other's wellbeing. Your wellbeing matters to the us, the families we work with and the organisation.

We do this through:

1. Healthy work-life balance
2. Active listening
3. Compassion

All 3 are crucial to ensuring we protect the healthiest wellbeing for all in the organisation from trustees to beneficiaries, this applies to everyone connected to Steel Bones.

SOCIAL MEDIA POLICY

1. ABOUT THIS POLICY

1.1 This policy is in place to minimise risks to our organisation arising from the use of social media. It sets out guidelines for responsible and lawful use by staff, volunteers, and representatives.

1.2 This policy covers all forms of social media, including (but not limited to):

Facebook, X (formerly Twitter), Instagram, LinkedIn, YouTube, TikTok, Snapchat, Threads, Tumblr, Reddit, blogs, forums, WhatsApp groups, Google reviews, Wikipedia, and any other platform used for public or semi-public sharing.

1.3 It applies to both business and personal use of social media that could affect our organisation's reputation, operations, staff, volunteers, beneficiaries, or stakeholders.

2. WHO MUST COMPLY

2.1 This policy applies to all employees, trustees, volunteers, freelancers, and anyone acting on behalf of the organisation, whether using personal or work accounts.

3. RESPONSIBLE USE OF SOCIAL MEDIA

3.1 You must not post content that could damage our reputation, bring the organisation into disrepute, or negatively affect relationships with staff, supporters, funders, or the public.

3.2 You must:

- Be respectful and professional at all times
- Make clear when your opinions are your own (e.g., use disclaimers like: “*opinions are my own*” if necessary)
- Respect confidentiality and data protection
- Never disclose private or sensitive information about the organisation, individuals, or stakeholders
- Avoid engaging in arguments or controversial debates in a way that could reflect poorly on the organisation
- Report any inappropriate or concerning content to your manager or supervisor

4. PERSONAL ACCOUNTS

4.1 We understand and support the use of personal social media. However, when referencing your role or association with the organisation, you must:

- Ensure your content is aligned with our values
- Avoid posts that could be perceived as offensive, discriminatory, or harmful
- Not present your views as those of the organisation unless you are authorised to do so
- Be aware that your online presence can reflect on the organisation even in a personal capacity

5. ORGANISATIONAL ACCOUNTS

5.1 Only authorised individuals may post from or manage the organisation’s official social media accounts.

5.2 Content must:

- Be accurate, inclusive, and appropriate
- Align with branding and messaging guidelines
- Follow agreed communication plans or campaigns

5.3 Any concerns, negative comments, or crises should be referred immediately to senior staff for an appropriate response.

6. BREACHES OF THIS POLICY

6.1 Breaches of this policy may result in disciplinary action and, in serious cases, legal consequences.

6.2 The organisation reserves the right to request the removal of posts that violate this policy or harm the organisation’s interests.

7. REVIEW

7.1 This policy will be reviewed annually or sooner if there are significant changes to social media platforms, laws, or organisational needs.

Steel Bones Policy Documents

1. Health and Safety Policy
2. Equality Statement
3. Whistleblowing Policy
4. Volunteer Code of Conduct
5. Trustee Code of Conduct
6. Trustee Recruitment Policy
7. Child Protection Policy
8. Child Protection procedures
9. Adult at Risk Policy
10. Adult at risk procedures
11. Confidentiality Policy
12. Code of Ethics
13. Compliments, Comments, Complaints Procedures
14. Privacy Statement
15. Support Agreement which families agree in signing up to receive a free support pack
16. Social Media Policy

HR

17. Disciplinary Procedures
18. Grievance Procedures
19. Holiday Policy
20. TOIL policy
21. Long term sickness policy
22. Short term sickness policy
23. Compassionate leave policy
24. Shared Parental leave policy
25. Emergency leave policy
26. Maternity leave policy
27. Paternity leave policy
28. Volunteer Handbook
29. Staff Handbook
30. Recruiting Ex Offenders Policy

Finance

31. Finance Policy
32. Expenses Policy
33. Charity Box Collections
34. Fundraising Supporter Pack