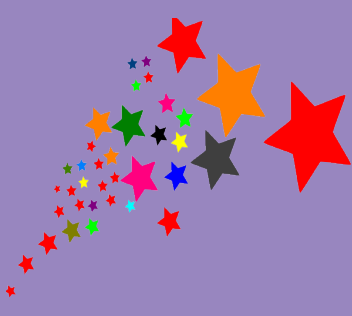


We would like to **WELCOME** you to the **second edition** of your latest Volunteer Newsletter. Our vision is to produce three editions a year that we hope will inform, engage and entertain. We want to ensure that you are all kept up to date with all things Volunteering and encourage you to share what is happening in your local communities throughout Cornwall & The Isles of Scilly.

Please remember that this is **YOUR** newsletter and we want your input in every edition. Don't hesitate to contact lee@ageukcornwall.org.uk if you would like to share something in our next edition.



We would like to ask all our Volunteers to complete our Volunteer Satisfaction Survey '**My Volunteer View**' ([click here](#)); this is your opportunity to anonymously give us your feedback about our organisation and your experience of being part of the Age UK Cornwall & The IOS Volunteering team. This survey should take just a few minutes to complete. We will look closely at the results and use them to help us understand more about your experience of volunteering for us and anything we can do to improve that experience. The results will be shared in the next newsletter.

If you could please complete the survey by 26th September 2019.



Above photo, Debbie helping out at Falmouth Day Services Summer Fete in July

This is Me!

Hi everyone, I've been asked to introduce myself. My name is Debbie Stubbs and I started working for Age UK Cornwall & The IOS as your new Volunteer Officer at the beginning of June. I'm still learning but can honestly say my work colleagues have been very supportive, helpful and accommodating as I learn the ropes.

My journey to Age UK Cornwall involved working at a national garden charity managing staff and volunteers, as well as delivering horticultural therapy. I have also worked in care homes, including dementia units and a primary school, so I can honestly say I've worked with all ages. I've also done my fair share of volunteering and always gained so much from the experience, including making new friends and gaining new skills. I'm originally from Berkshire but have also lived in the

Midlands, South Wales and New Zealand. After many years of visiting Cornwall, like a lot of people, I have decided to settle here. As my colleagues can attest to, I don't know my way around just yet but love exploring the beautiful Cornish landscape. **I have a passion for walking and swimming and enjoy a challenge, so at the beginning of September, I am walking 100km (about 62 miles) continuously (including through the night), raising money for Diabetes UK.**

My role is essentially all about you! I'm here to help you enjoy your journey. To offer support and guidance where needed; to listen and encourage; to raise your profile and celebrate your amazing achievements. Working with your team managers, I am challenging practices and changing processes to benefit you, our clients and the organisation. Part of my role involves being a Macmillan Professional. This means I have attended specialist training to support people affected by cancer. Since cancer is more prevalent in our lives than we would like, I am passionate about promoting this training to all our new and current volunteers. It has certainly helped me to start some difficult conversations and feel at ease listening to and supporting others with cancer.

I have had the great pleasure of meeting some of you and am working my way around the areas to meet as many of you as I can. Feel free to contact me directly (debbie.stubbs@ageukcornwall.org.uk) and I hope you can find the time to complete our [Volunteer Satisfaction Survey at my 'Volunteer View' \(click here\)](#).

Roy's Story

My name is Roy, and I am a Volunteer Champion and Befriender in East Cornwall. I have been a Befriender for seven years, four of these with Age UK Cornwall & IOS. Befriending involves giving emotional and practical support and is valued in different ways by clients and volunteer befrienders. Clients often regard the befriender as their 'friend' and appreciate the different social or leisure opportunities' befriending brings. Volunteers also enjoy the relationship but see differences between 'befriending' and 'friendship'. In particular, it is not a reciprocal relationship and they feel a sense of responsibility to see the client regularly and for a particular purpose within defined boundaries.

One of the most important things to clients is that the befriender chooses to spend time with them, rather than being under a professional or family obligation to do so. **At times the role of the befriender can be hard, but it can also be a real pleasure and it is certainly one of the most rewarding and worthwhile things that I have ever done.**

"Last year we provided support to over 49,000 people across Cornwall"

All through my adult life I have liked to feel that I am involved in something somewhere that can 'make a difference'. And now I'm retired, befriending is where I find that. Meeting a new client can be difficult at first, but you have to see beyond those difficulties and work at establishing a bond and in the fullness of time a 'trust'. When these goals have been achieved the link flourishes and you can begin to share time and emotion together. We also share joy and dismay, and very often we share sheer frustration, which is so much worse for the person than me, but acutely felt by me too. **We also share laughter, sometimes against a lot of odds, given some clients circumstances, loneliness or state of health.**

I have met people who have become really important to me through befriending and I wouldn't be without this commitment now. Befriending matters so much to our clients and it also matters so much to all of our volunteers.

Story written by Roy Perkins, our Volunteer Champion in the East.



Volunteering with Newquay Day Services

From a Newquay Perspective, our volunteers are simply invaluable!

The ones that we are lucky enough to have surrounding the Day Centre in Newquay are very varied in the jobs / tasks / groups they run and assist.

We have a couple of trained Volunteers that thoroughly enjoy doing the bus on a weekly basis, safely escorting clients to and from their houses, ensuring that the clients are dressed appropriately with safe footwear so as to avoid the risk of falls. **The Volunteers main goal is to make the trip fun, light-hearted and varied.**

We have a few that run or assist with varying groups from Bereavement / Knit & Natter and iTea & Biscuits to our Happy Voices singing group. All of which can either oversee the groups independently or as a valuable extra pair of hands. **We really couldn't run our befriending groups without the expertise, time & passion of Volunteers.**

Then we have our Volunteer mini bus drivers that provide help, support and cover whilst our driver is off, this is overseen by the Transport Manager, Ann Lewis. **They add extra depth to the clients' day and a varied route on each trip.** We also have volunteer TAP drivers that bring our clients in from farther reaches such as; Mount Hawke and Blackwater.

Thank you to all our wonderful Volunteers, you are so very helpful. I really like the fact that some of you have engaged the help of your spouses, by getting them knitting for various charities, including our Newquay in Bloom entry this Summer.



One thing we have learnt, and has resonated at every session, is the importance of being able to talk. It is not uncommon to feel unsure as to what to say. I found this quotation below from the Macmillan.org.uk website quite reassuring and the online resources Macmillan provide through their site [be.macmillan.org](https://www.be.macmillan.org) have proven very helpful for answering questions on many different aspects of cancer support.

“If you’re not sure what to say, just say hello. But don’t be a stranger”

Finally, don’t forget, we offer monthly drop-ins in St.Austell Library and Liskeard Junk Food Café where we have a range of information on cancer support and services in Cornwall and welcome questions that may help you or someone you know cope with the implications of cancer.

I am sure I have forgotten the many volunteers that help within the walls of the Day Centre encouraging our clients to be independent, active and feel alive

We are NOT just a Day Centre, we are the place that clients can come to feel welcomed, make friends, join in and keep their independence!

Story written by Donna Smokvina, our Day Centre Manager at Newquay Day Services.

Macmillan Update

It has been a pleasure to welcome a lovely mix of staff and volunteers along to the debut deliveries of our new Macmillan Community Navigation Training.

Using the combined knowledge and experience of both of our organisations, we have developed this training day to include a good balance around understanding the nature of cancer, key clinical elements to be aware of, building confidence to have conversations around cancer and understand how our roles fit in the bigger picture of improving the experience for those affected by cancer.

With the help of our participants, who have been excellent, ‘Experts by experience’, we have identified which aspects worked really well and we have responded to suggestions of slight changes that could make the training even better. Therefore, we now feel quite confident that we have a good thing here and would like to remind all staff and volunteers that you are most welcome to sign up for the next session which we anticipate to take place in September this year. **For more details, please contact email@ageukcornwall.org.uk or call 01872 266383**

Competition Winner!!



We would like to send out a huge thank you to everyone who took part in the ‘Name the Newsletter’ competition, it was lovely to have so many clever ideas. As you can see from new title, the winning entry was the ‘VOLUNTEER VOICE’.

Congratulations to Judith Rosser, one of our Volunteer Drivers, & Terry Bolt, lead for Blokes that Brunch, who both suggested the VOLUNTEER VOICE.

Last month, we presented them with their prizes and luckily for us, Judith & Terry have agreed to share their unique Volunteer journey. **We have attached Terry’s ‘What is a Volunteer?’ with this Edition and Judith’s story will be shared in the next issue.**

To read Terry’s story online - [please click on this link](#)

Are you a Lone Worker?

If so, we need your help! We are currently reviewing and re-writing our Lone Worker Policy and would really appreciate your input. **We want the policy to provide practical support to those of you in the organisation that work alone in a wide range of roles and venues.**

Lone working or volunteering is extremely rewarding, in that you have a great opportunity to work 1-1 with individuals, but it also can be challenging. According to the British Crime Survey (2014/15) the risk of becoming a victim of actual or threatened violence at work is relatively low, with an estimated 1.2% of working adults the victim of one or more violent incidents at work. **We cannot become complacent and need to ensure we all take personal safety extremely seriously.**

While policy and guidance are important, everyone has a role in protecting their own personal safety. So please when working alone

Remember to PLAN:

Prepare

Look Confident

Avoid Risk

Never Assume it won't happen to you

*There will also be a **'Lone Working Survey'** post summer, which gives you a platform to share your own experiences & provide us with some excellent feedback.*

If you are interested in being involved in this work please contact Jayne Marsh (HR Adviser) on Jayne.Marsh@ageukcornwall.org.uk

Christmas Edition

For our final edition this year we want to celebrate all the wonderful ways in which our Volunteers support people in their local communities.

So if you have had a special memory or moment from 2019, please share it with us in no more than 25 words and we will include as many as we can in the Christmas Special. **Closing date for entries is 22nd November - email lee@ageukcornwall.org.uk**

If you change your mind about receiving these Newsletters or about the way we contact you, please email ageukcornwall.org.uk



Above photo, Elliott and the team in a group frame following his wonderful presentation

The Brilliant Elliott

I'm Elliott a 19-year-old Truro college student. I am, at the time of writing, on a work placement at the Age UK Cornwall, Truro office, which is by far the best office in Cornwall.

Well where do I start I asked my tutor to find me an office work placement and she found me an organisation called Age UK Cornwall. I said to her, "what can go wrong"?"

My initial meeting with the company went well I met with Gaye, the Volunteer Experience Facilitator at the time, for Cornwall and the Isles of Scilly. I was naturally nervous but that soon went away as she was lovely and accommodating.

I started working here not long after that, my job roles involved sorting the filing cabinets we have in the office full to the brim with folders on volunteers past and present, my role was to go through them and see who was still a volunteer and who was not.

In addition to this, I have also written a few summaries on various leaflets and booklets sprinkled through the building, detailing the information within, and what I thought was the most useful of this said information. **Definitely the thing I've enjoyed most here is the office banter!**

One thing which was consistent is that I have been supported by my colleagues and I try to assist them when and however I can. The last big thing I did at Age UK Cornwall was to present a PowerPoint documenting my time here.

Story written by Elliott Stevens, our fabulous student from Truro College