

WELCOME to the **first edition** of your new Volunteer Newsletter. We will be producing three editions a year that we hope will inform, engage and entertain. We want to ensure you keep up to date with all things volunteering and to share what is happening in your communities throughout Cornwall & the Scilly Isles.

This is **YOUR** newsletter and we want your input right from the word go!

COMPETITION TIME!

In the second edition YOUR newsletter will have a name ... And YOU will have chosen it! If you haven't done so already, please enter our NAME the NEWSLETTER competition! Put your ideas in the Suggestion Box at one of the launch events OR email lee@ageukcornwall.org.uk by **Friday 26th April**. There will be a prize for the winning entry which will be unveiled in the summer edition.



MEET THE TRUSTEE

Hello - I'm Margaret Ford, and for several years I have been a Trustee for Age UK Cornwall. Being a Trustee and a Volunteer is a huge compliment and honour. For many years, I worked in the Care department at Age UK Cornwall, helping those individuals who need our support and working with our amazing volunteers that provide this support. I also hope that my own experience as a Volunteer, older person, and former staff member brings a rounded view to the Executive Board.

During employment I had huge involvement in the 'old' Penwith area, and after I left employment, I still wanted to contribute to the wider community, so I Volunteered where I could. Being part of a supportive network, working with different groups & providing information and social activities means the world to me. I think that Volunteering is about talking with, and listening to, individuals in the local community.

Very often, by working with the person, you can help 'fix' or provide a solution to a particular issue, often reconnecting that person to the right groups and activities in their area.

One of my goals as a Volunteer is to continue introducing Memory Cafe's across Cornwall. **Memory Cafe's** are a place where anyone with **memory** loss, their carer or family may find friendship with like-minded people and signpost to more formal help if so desired. The Cafes are a lifeline and also a place where you can feel safe, without judgement, whilst enjoying some happy social time over a cup of tea or two. Over time we have been able to increase the number of Memory

DID YOU KNOW...?

In 2018
AgeUK & TAP
Volunteers contributed
a whopping
200,000
hours of support!

Cafes. We now have a Network of over 50 Cafes throughout Cornwall, all of them being managed by our Volunteers. As well as facilitating two groups and

“ You helped raise over £1.3 million in annualised benefits for people that need our support the most. ”

attending four sessions each month, I have been able to take on the role as secretary for the Network Committee, allowing me to keep in touch with all our wonderful memory cafe Volunteers.

Volunteering has brought so much pleasure and satisfaction into my life; it has provided real meaning! I get to meet up on a regular basis with all my friends, learn about all the new support available in Cornwall and make a huge difference to the lives of many people that really need it. I am always in awe of the fantastic human beings I get to support, whether it is those with memory loss enjoying the camaraderie of their regular groups or the carers who are so pleased to have a light-hearted couple of hours when they can relax and enjoy some social time.

MEET CLAIRE...

I'm Claire, a 45 year old ex Primary School Teacher who has struggled with physical and mental health issues for over 6 years.

I wanted desperately to go back to work but felt unqualified to do anything other than teach. I needed to find a new direction.

I knew I no longer wanted to teach, also that before I could join the working world I needed a reference, but first I needed to prove to myself that I had the right skills to succeed. I had to gain experience and confidence to work in an office and, more importantly to me, I wanted to feel useful again.

I decided to look for volunteer admin work and applied to Age UK Cornwall & The Isles of Scilly. From my first contact with them I felt encouraged. I was taken to meet people working in Boscawen House in Truro straight after my Induction and immediately felt at ease.

From day one I have felt supported and appreciated, the whole team (of which I now feel

a member) have put trust in me and my abilities. They have challenged me to do things I didn't realise I was capable of, encouraged me to participate in meetings and work in different areas. They have also valued my contributions and thus given me back my self-confidence.

I am now volunteering in the office 2 days a week. I have slowly built this up over the last 10 months with continuous support from my colleagues at Boscawen House. I feel they have made me ready to re-join the working world again and, for this, I can never thank them enough.

FUNDRAISING

Hi, I'm Rob, the Community Fundraiser for Age UK Cornwall & The Isles of Scilly.

I started this part-time role in September last year and soon realised what an amazing organisation we are all part of; whether we are employed or volunteer, everyone here is passionate about what we do and why we do it.

“ We received over 130 new Volunteer applications to support our services & projects. ”

I've met with some volunteers already and seen first hand how important you are and how appreciative our clients are for everything that is done for them to live their lives and to feel less isolated.

My role is to find ways to source funding so that the support that is required to facilitate many of our services can continue and be expanded upon; whether that be for admin or for equipment that is required.

I was very pleased to have helped St Austell Day Centre with a new freezer and the “Calendar Girls” calendar, to have organised the Helping Hands and Pans fundraising meal with staff from Rick Stein at the Newquay Day Centre, to have supported the team in building the garden service, and increase our communications within the community in Cornwall.

Also, applications to organisations like Tesco with their Bags for Help scheme and other providers have been going in so we can continue to support the work that is so vital in our area.



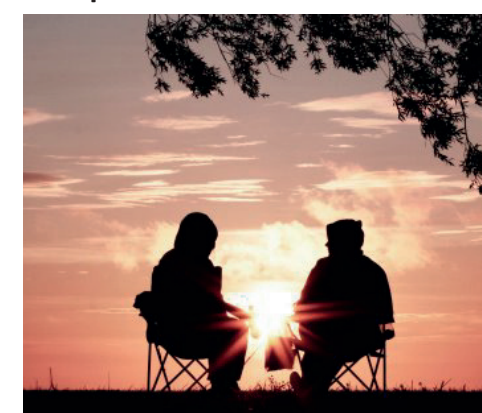
I would really like to see the profile of Age UK Cornwall & The Isles of Scilly raised and, together with Lee, we have been speaking more to TV, Radio and press. It would be beneficial if any of our volunteers would share any stories, take some pictures or help us to make some short videos so that more people can get to hear about the amazing work that you are doing and the benefits that this is having to our clients. If you have any ideas for fundraising events, contacts with businesses who may want to get their staff or company involved, or where to place some of our collection boxes, please get in touch; I'd love to hear from you – send an email to fundraising@ageukcornwall.org.uk

MACMILLAN

A strong partnership with Macmillan Cancer Support has enabled us to reach out to people affected by cancer. Whether a patient with cancer, a family member, friend or colleague, working with Macmillan, we have been able to offer support to access and navigate the services most needed when managing this unbelievably challenging condition.

As our partnership grows, a new phase of working with Macmillan started in October 2018 where we have been exploring ways to make the invaluable support we offer sustainable for the long-term.

As a result, we have started to develop drop-in options of Macmillan support in areas across the county. Bringing information on the help that is available and offering a listening ear closer to home to enrich the existing cancer provision.



To enable these drop-in opportunities to thrive, we are seeking Macmillan Champion Volunteers and are working with the Macmillan team to develop a bespoke training series to help increase our confidence and resilience when faced with the impact of cancer.

Being a Macmillan Champion does not only apply to this drop-in role but is something that we hope to enable all staff, volunteers and group leaders to aspire to. The effects of cancer reach into every aspect of life and thus, so should the awareness and support. If you would like to know more about how

**MACMILLAN
CANCER SUPPORT**

to access advice and training that could help you positively approach cancer within your role, please register your interest with the Helpline to be kept in touch with progress of the training and drop-in services.

AROUND THE REGION

Focus on Penzance

The beautiful Youth Hostel Association (YHA) building at Castle Horneck, Penzance provides a wonderful location for our regular get-togethers. The building is large, airy and very comfortable and we are always made to feel very welcome by Paul, who is so helpful and runs everything there.

We meet on Wednesdays from 11.00 – 1.30 which includes lunch or a snack for those who would like to eat there. Our aim is to encourage people in the community who may be lonely or feel isolated to come along, make new friends. It is an opportunity to exchange news, recall old days, speak about your family and discuss anything you might need help with ... in a very friendly and supportive environment. For those without access to transport, we arrange a pick-up and drop off to ensure that everyone who would like to come along is able to do so.

Our ages range from 60 plus to an amazing lady of 99 years. Here is a quote from Marjorie:

“ Our Befriending Service has matched over 125 clients and continues to thrive. ”

“My life has changed so much since I came to the group. We have so much to talk about and the place is full of laughter. We go on trips and get advice if we need any help with anything.”

Everybody is so caring and friendly and I am so grateful to the volunteers who arrange everything for us”

So, if you live in the area, please come and join us for a few hours of fun and companionship. You will meet people from all walks of life and you can be assured of a very warm welcome.

Our thanks to Girleen for providing this lovely write up and to all the Volunteers at the Penzance Group for their time, energy and enthusiasm, which is very much appreciated.

Further Penzance info:

Volunteers also support our wonderful Penzance Shopper, which runs every Thursday morning. It's an excellent opportunity for people to meet, have fun & get their shopping.

Not forgetting that Volunteers are key in supporting many of our services, such as Information & Advice, Befriending, Day trips and TAP in the West of Cornwall.

Introducing TAP

Did you know that each year, with the help of 215 Volunteer Drivers, we provide over 120,000 essential journeys across Cornwall, the Isles of Scilly and South Devon!

“Transport Services (TAP) supported 6569 clients and completed over 100,000 journeys across Cornwall and Devon”

Transport Access People (TAP) is a subsidiary of Age UK Cornwall, and arranges transport for people who have non-emergency healthcare appointments,

attend social activities/groups or have difficulty accessing public transport. Transport is an essential requirement for so many people, especially as we are primarily a rural community, TAP provides a safe, coordinated, cost-effective service for people that need it the most.

"I often hear about so many wonderful stories happening in the community, each one puts a smile on my face. I love working with all our brilliant Volunteers, and without them, TAP simply couldn't exist." **Ann Lewis, Transport Director**



Data Protection training – you said we did:

To further our moral and legal obligations to keep people's data safe we have been developing learning opportunities with you in mind. We understand that it is not always easy or practical to attend face to face training so we have put together some online training so you can learn in your own time and at a location that suits you.

As an Age UK Cornwall & The Isles of Scilly volunteer, you have an important part to play in keeping peoples' personal information safe. Our training will help you to understand the background and principles of GDPR and how they need to be followed in your role.

You can expect to hear from us again soon, and we encourage any questions you may have about the safe handling of data in your role.

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

Thank you!

We hope you enjoyed this first edition of your Volunteer Newsletter and we would love to receive your feedback and any ideas or suggestions of things that you would like to see in future editions. We would also be delighted to hear from you if you would like to become a Volunteer Stringer in your area, helping us to collate and send in updates and short stories to share with volunteers from all corners of the county.

Please email volunteering@ageukcornwall.org.uk

Our Summer edition will be produced in July 2019 and will include a Volunteer Satisfaction Survey. We would like your help in putting together the content of that survey. If you would like to be part of a small working group to help us create that survey and then analyse the Feedback - volunteering@ageukcornwall.org.uk or call **01872 266383**

Age UK Cornwall would like to thank:

MACMILLAN
CANCER SUPPORT

TAP | TRANSPORT
ACCESS
PEOPLE

ACM
DESIGN COMPANY

for their support in
the production of this
Volunteer Newsletter