

Volunteering Matters

Welcome to the third edition of Volunteering Matters Celebrating Volunteers' Week 2018

Welcome to our celebratory edition of Volunteer Matters. Issue 3 has been created to celebrate your contributions to Age UK Northumberland. We have also taken into consideration your comments from the Volunteer Survey and started to include more of what you want. We hope you are continuing to enjoy Volunteering Matters and if you would like to make a contribution to future issues please contact: susan.chrisp@ageuk-northumberland.org.uk.

A Word from Susan



Welcome to Issue 3 of Volunteering Matters where we will be celebrating Volunteers' Week, which is a time for everyone at Age UK Northumberland to say thank you for the incredible contribution you, our volunteers, make to supporting older people across Northumberland, as well as staff and the organisation as a whole. Throughout the week, we will be celebrating volunteering with a number of activities and events and I hope to see as many of you there as possible. We have designed the programme based on feedback from you over the last twelve months and we hope it shows just how much we appreciate you.

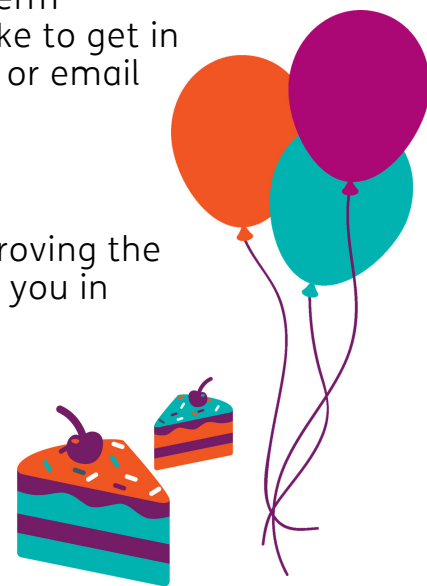
In Issue 3, you can see the results from the Volunteer Satisfaction Survey and read all about our Information & Advice Service and our new Long Term Conditions Advocacy Project, plus much, much more. If you would like to get in touch with me for any reason, please contact me on 01670 784 800 or email susan.chrisp@ageuk-northumberland.org.uk.

Volunteering over the last 12 months

Since Susan's appointment in 2017, she has been committed to improving the volunteering experience. Here is what she has introduced to support you in your roles:

- Big Thank You Event
- Celebrating Volunteers' Week
- Volunteer Satisfaction Survey
- Volunteer Working Lunches
- Volunteer Newsletters

Over the next 12 months you will continue to see new initiatives and activities introduced to the Age UK Northumberland volunteering experience.



Thank you from Helen Mills - CEO

It is my absolute pleasure as the CEO of Age UK Northumberland to write this piece for Volunteer Matters. I'm delighted that we are able to commit resources to share information with you to ensure that you are kept up to date with what's going on within the organisation.

I've been involved with Age UK Northumberland for the past 16 months as CEO and I'm overwhelmed by the commitment that you make as volunteers to older people lives across the county of Northumberland.

As volunteers you play a key role in helping us meet our three year strategic objectives :

To be the Trusted Adviser of Choice - We've gone through some recent changes at The Round House and have set up a triage model, where all calls are fielded by one of our I&A teamfirst. It is so pleasing to see the I&A team of volunteers grow exponentially in numbers to reflect the increased number of days and hours. Collectively staff and volunteers have generated over £1.5m in welfare benefits gains in the past 12 months and I am absolutely certain that without the dedication and support of the welfare benefits volunteers, we would never have been able to make such a difference to so many older people's lives.

This is what people have said:- **"Very impressed with Liz who supported dad with his application for attendance allowance. She was so helpful and enabled us to focus on the information required to successfully gain this benefit. We would have been lost without her guidance."**

"Many thanks to Northumberland Age UK and Brian, Welfare Rights Advisor, without who's help and support I would have found great difficulty obtaining the benefits I am entitled to."

Improve Health and Wellbeing - Having spent a couple of weeks in April visiting our day services I was struck by the dedication of those who are supporting our staff to ensure that older people get the best service possible when attending our day services. I'm yet to attend any of the lunch clubs but I've heard such wonderful things about the food and the determined efforts made by the lunch club volunteers in ensuring that older people receive a hot meal and some social interaction each week. Also, through the many and varied exercise groups, wellbeing sessions and IT classes also held across Northumberland, you are helping us reach more older people , enabling them to connect with others and live as independently as they can, for as long as they can.

Protecting and promoting the rights of older people - The advocacy volunteers do an amazing job of supporting individuals who empower older people to have their voice heard on issues that are important to them.

As an organisation it is our desire to reduce loneliness across the County of Northumberland and you provide a vital role in helping us achieve this aim, thank you! **Helen**



Spotlight on... I&A

Our team of volunteers have been working hard and are as busy as ever. During 2017, with support from our volunteers, the I&A/Welfare Benefits team have supported 1750 older people who have accessed our Information & Advice phone line and we have secured £1.5m additional benefits for older people across Northumberland.

Our volunteer team also help to run Social Fridays which was featured in our last newsletter. We recently went on our second trip out, to Heighleygate Garden Centre, which was lots of fun and volunteers have already started planning the next trip.

Looking to the year ahead, we have plans to launch a new befriending line and are always looking for more people to join our team of dedicated volunteers. We also hope to open more outreach clinics and continue to improve the reach of I&A in Northumberland. None of this is possible without the support from our volunteer administrators, receptionists, I&A and Welfare Benefits advisers and Social Friday befrienders.

We would love you to join our volunteer team and if you would like more information please contact Susan Crisp on 01670 784 800 or via susan.chrisp@ageuk-northumberland.org.uk.

Lisa Mordue - I & A Manager



New Volunteers

This year, we are seeing a huge increase in new volunteers joining the team at Age UK Northumberland. Just since the last newsletter was published, we have recruited 17 new volunteers, with many more in the process of joining the team. Welcome to:

- Ashwini
- Dionne
- Stacey
- Martin
- Stacey (Community Champion)
- Melanie
- Peter
- Sophie
- Ronke
- Emily
- Laura
- Stephanie
- Claire
- Pauline
- Jessica
- Marta
- Peter

We would also like to congratulate Casey Simpson on gaining full time employment with Age UK Northumberland as an Administrator within our Home Care Team and we would like to thank her for all of the help and support she gave whilst volunteering for Age UK Northumberland.

Marketing Support

Does the service that you volunteer at need support to promote the great work that you do? Would you like your news shared in the local newspapers and on the Age UK Northumberland social media pages? Do you simply need help to create posters and flyers about upcoming events? **Contact Rachel Todd, Head of Income Generation and Marketing and she will help you with any of your marketing needs: Rachel.Todd@ageuk-northumberland.org.uk / 01670 784 800**

Many Happy Returns Norah

In March, we shared a very special birthday celebration when one of our retired volunteers turned 100 at the day centre she used to run. Norah White began attending our Amble Day Centre as a service user almost 20 years ago, after taking her well-earned retirement from running the centre as a volunteer for 25 years.

The Day Centre was set up in the early 1970s in the church hall to provide a social group that would offer friendship, support and a good meal to older people in the community. In the beginning the Centre was run totally by volunteers and provided for those in Amble and the surrounding area. In the early 1980s the Day Centre was offered a home in the newly built Dolphin Court, Amble, where it resides today.

Living all her life in the town, Norah is a well-known and loved figure in the community. After being asked by her friends to 'help out' at the centre, Norah thought it would a good opportunity to give something back. She soon become more involved in the organisation and running of the centre but shortly after her 80th birthday she took the decision to step down and hand the reigns to others but not to leave the group.

On her 100th Birthday, Norah enjoyed a party with her friends and family at Dolphin Court and was also visited by Day Services Manager, John Hay [as pictured].

We celebrate the contributions of our wonderful volunteers and would like to send love and very best wishes to our much loved Norah.



Do you have a special volunteer celebration coming up? Contact Rachel Todd: rachel.todd@ageuk-northumberland.org.uk / 01670 784 800

Advocacy for Long Term Conditions

We are delighted to announce that we have successfully received funding from the Masonic Charitable Foundation to provide advocacy to people affected by long term conditions. Advocates will spend time with clients, getting to know them and finding out what is important to them and providing information to help them make informed choices and feel more in control of their condition. Advocates can write letters, attend appointments and meetings with their clients and support them to express their wishes.

Advocacy is all about giving people a voice and a choice. It is free, independent, confidential and non-judgemental. It is for anyone over 50 living in Northumberland.

If you know of anyone who may benefit from the service or you would like to find out more please call, or pass on our contact details.

Contact:
Deborah McGarrity: 01670 784847

Would you like to volunteer for our new advocacy project?

We are looking for peer volunteer advocates to support clients and we are also looking for people with networking skills to promote this new project throughout the county, identifying promotional opportunities, attending events and speaking with health and social care professionals.

If this is of interest to you and you can commit to three hours per week, please call 01670 784 800 and ask to speak with Susan Chrisp.

Now Recruiting... Brand Ambassadors

Would you like to play a key role in helping the organisation to meet its strategic objectives by helping to increase awareness and understanding of AUKN's work with and on behalf of older people?

AUKN Ambassadors will help to tell our story in their local community by representing AUKN at public events and through the delivery of talks and presentations to local groups and organisations.



Stephanie is our first Brand Ambassador and will be sharing our story in Blyth and Seaton Sluice. If you would like to join the team, please contact: Susan Chrisp

Christmas Day Lunch at The Round House

This Christmas, we will be opening The Round House to older people who will be alone on Christmas Day, to enjoy a lunch with us.

If you would like to volunteer on Christmas Day to serve and prepare lunch or if you would like to join our planning group for the event, please let us know. We are also looking for sponsors and donations for the event, so if you have any contacts, again, let us know.

Contact: Lisa Mordue - 01670 784 800

Meet the Age UK Northumberland Trustees

You said you would like to know more about the AUKN Board of Trustees, so in this newsletter we thought we would introduce a new feature 'Meet the Age UK Northumberland Trustees. Photos of all the Trustees will be in each issue of Volunteer Matters and we will also focus in more detail on one Trustee. In Issue 3, meet Andrew Marsh, Chair of Trustees.



Andrew has spent the last 20 years specialising in the launch, growth, turnaround and transformation of various business ventures. He has operated in both the Public and Private sectors, having started life in procurement he quickly progressed onto Chief Executive roles in engineering, manufacturing, IT and Business Process outsourcing sectors. Today Andrew has a wide portfolio of businesses, investment and volunteer positions with one common purpose; helping others make the most out of their lives.

In his role as Chair, Andrew, is using his corporate experience to grow the talents of Age UK Northumberland to build a sustainable future for the Charity.

Andrew Marsh
Chair of Trustees



Trish Grahamslaw
Treasurer



Parry Jenkins



Sophie Milliken



Ralph Firth



Anu Kaura



George Hall



Antonia Brindle



Martin James

Fundraising Volunteer Opportunities

Now that our new Head of Income Generation and Marketing is on-board, there are lots of opportunities for current volunteers to get involved on a more ad-hoc basis to support the fundraising efforts of the organisation. We really appreciate all of the time that you devote to Age UK Northumberland but if you would like to come along and help us to collect on the following dates, we would be really pleased for you to join us.

Co-op, Choppington
Friday 22 June

intu Metrocentre, Gateshead
Saturday 28 July

Asda, Blyth
Monday 1 October

Co-op, Choppington
Saturday 1 December

intu Metrocentre, Gateshead
Saturday 8 December

If you are interested in joining any of these collections and awareness events, please contact: Susan Crisp

Introducing... Morrisons Community Champion - Stacey

Hi, I'm Stacey Watson the Community Champion for the Morrison's store in Bedlington, I play an important role in linking my store with the local community it serves.

I am allocated 8 hours each week to carry out my role which involves arranging in store/collections/bag packing and product donations, co-ordinating in store fundraising for our charity partnership CLIC Sargent and other national charity campaigns.

Alongside this, I represent Morrisons at local community events, recently I have attended a Rideathon which took place at my local gym (Paramount) and raised approximately £3500.00 for AUKN which is simply fantastic, I have also participated in an Age UK Knitathon at the Metrocentre along with some of the AUKN Team. I also support older people who attend AUKN's Day Centre in Blyth which I enjoy and find very rewarding. As you can imagine I get great satisfaction from my position, it is a truly rewarding role and I have to say I feel so privileged to be given the title "Community Champion". I am looking forward to continuing to support AUKN and those within my local community in the future.



Would you like to be the voice for Age UK Northumberland Volunteers?

Join our new Volunteer Forum



Our new Volunteer Forum will discuss all of the things that matter to you and your peers as volunteers of Age UK Northumberland

What is it?

Quarterly Meeting
Two Hours
Lunch Provided



How can I join?

Please contact Susan Crisp to register your interest and to suggest the best days for you

Volunteer Survey 2018 The Results

88%



FELT WELCOMED
AND APPRECIATED
BY STAFF

81%



HAD RECEIVED
RECOGNITION OR
THANKS FOR BEING A
VOLUNTEER

63%



WERE INVOLVED IN
DECISIONS ABOUT THE
SERVICE IN WHICH THEY
WORKED

39%



HAD
OPPORTUNITIES
TO LEARN AND
GROW AS A
VOLUNTEER

74%



RECEIVED SUPPORT AND
GUIDANCE THEY NEEDED
TO ACCOMPLISH THEIR
VOLUNTEER ACTIVITIES

74%



HAD BEEN KEPT
INFORMED ABOUT
WHAT IS GOING ON
AT AGE UK
NORTHUMBERLAND

In response we're going to...

- Explore new training opportunities
- Find out how you want us to communicate with you so that we can tell you more about developments at Age UK Northumberland
- Ensure that the volunteer experience is consistent throughout all of the services.

All of the comments that you have made about the operation of the services have been passed onto the Heads of Department and Service Managers for consideration.



VOLUNTEERS' WEEK

Date	Time	Activity
Friday 1 June	2pm – 4pm	Volunteer Coffee Afternoon at The Round House
Saturday 2 June	All Day	Volunteers Matters Newsletter Published
Sunday 3 June	All Day	See your volunteering experience online in our Volunteer Week Social Media Takeover
Monday 4 June	10am – 12pm	Techy Tea Party at The Round House showcasing the skills of volunteers Bill and Keith. Come along if you have any questions about your computer/tablet or would like help accessing digital services.
Tuesday 5 June	Meet at 1pm at Tyne Green, Hexham	Walk from Hexham to Warden
Wednesday 6 June	All Day	Spot Prize Day Your chance to win one of 3 £20 vouchers
Thursday 7 June	Meet at 2pm at Premier Inn Car Park	Walk at Queen Elizabeth II Jubilee Country Park, Ashington

