

VOLUNTEER NEWS

Welcome to our Volunteer Newsletter – Spring Edition

Chief Officer's update – May 2019



The start of a new financial year is always a busy and exciting time in the voluntary sector, with new budgets and development plans, and finishing off the finances from the previous year.

Our important contracts for Information & Advice and Falls Prevention continue into 2019-20, and our Southampton Living Well SLW (day care) contract moves into its second year. The first year of SLW was focused on building a foundation for the transformation work that starts in year 2, through which we will support a lot more clients to get involved with community-based activities, and develop a range of new volunteering roles which will be rewarding for the volunteers, and make a positive difference to the quality of life for the mainly frail and elderly clients we are supporting; keep an eye on our website (<https://www.ageuk.org.uk/southampton/get-involved/volunteer/>) for these new opportunities. A huge thank you to every volunteer who delivers our services, helps with admin and finance, and serves on our trustee board, and the staff who recruit and support our 120+ team of volunteers.

We are delighted to announce new partnerships with three local businesses that will involve their staff in volunteering in different ways to support fundraising and our services. Teams from Paris Smith Solicitors, Aviva Insurance and Virgin Money will soon be joining us, and enjoying the personal reward and satisfaction that comes from helping our older people.

AUKS was one of 13 local charities recently honoured at the a dinner sponsored by Paris Smith and hosted by the Mayor and the Leader of the Council; this was not just a recognition by the city of the good work that we do, but also a huge thank you to all those who support our organisation and clients.

Peter Bennie
Chief Officer

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Leader of the Council, Cllr Chris Hammond and the Mayor, Cllr Stephen Barnes-Andrews at the charity thank you dinner.

What Volunteers mean to the AUKS Team



Eleanor Tildesley, Wellbeing Services Team Leader

“Where do I start! The support from volunteers across the organisation has been invaluable to the Wellbeing Team. Your commitment and dedication has been instrumental in allowing us to successfully keep running the following services:

Falls prevention classes: I want to say a big thank you to all of the Falls volunteers who have played a huge part in making phase four our most successful phase. The support and companionship that you offer during these classes and behind the scenes makes the experience a less daunting one for our clients and has helped keep motivation levels high. This has resulted in the highest number of attendees to date. What an achievement!

Visiting/Navigation: A huge thank to all of our visiting volunteers who continue to offer regular companionship to our clients in the community; without your client support and regular feedback we would not be able to provide on-going support to those who need it. We are also extremely grateful to our Visiting Volunteers who work behind the scenes and help co-ordinate the matching process; your guidance and support throughout has been pivotal in keeping the service running.”



Alexa Beck, Information & Advice Team Leader

“The volunteers in the Information & Advice team at Age UK Southampton are the people that keep the service going. They give their time and individual knowledge, experience and professionalism to the elderly of Southampton.

These volunteers are amazing people who enjoy giving to their community, spending time as a team with many cups of tea, coffee, biscuits and laughter, as well as giving great information and advice.”



Nadine Costello, Support Services Team Leader

“Volunteers are so important to our organisation because without them we would not be able to provide the support to older people living in the city. Our Visiting Service simply would not exist without our Volunteers, who play a big part in helping to tackle the isolation and loneliness experienced by some of our clients. The Volunteer can support the client to gain confidence and to maybe get out enjoying other social activities. We have many services and the Volunteers play a fundamental role in ensuring that we can keep these services running. My job is to recruit Volunteers and to guide them through the process and to ensure that they get the support to fulfil their reasons for wanting to become Volunteers with Age UK Southampton”.



Louise Beer, Business Support Officer

“Volunteer receptionists are extremely helpful to me.

Knowing that the phones and reception enquiries are being dealt with efficiently and effectively by the volunteers gives me more time to cover other roles within my job description when I am in the office at the same time. It is good to know that when I am not in the office that the vital role of reception is being covered so well.”



Please like and share our posts on Facebook. For further suggestions for Facebook posts please contact Alexa:
info@ageuksouthampton.org.uk

Volunteer Shout out!



Accounts Volunteer

We are recruiting for an experienced Accounts volunteer to assist with preparation of management accounts, please pass on to anyone you know who might be interested or contact the office for an informal chat about the role.

IT Volunteer

Can you provide the IT 'know how' to support clients find their way through the technology maze and get connected?

Information & Advice Volunteers

We are recruiting for information and advice volunteers; it could be assisting with benefit claim forms; sending out leaflets; providing information and more! Please pass on to anyone you know who might be interested or contact the office for more details. Full training and support will be provided. For further details call Alexa on 023 8036 8636 ext 204.

Wellbeing Volunteers

Our Wellbeing Service supports everything to do with our client services; Assessment and Signposting; Falls Exercise Groups; Computer classes; Visiting Service; Chums Coffee Mornings. If you could support any of these groups, please call Eleanor on 023 8036 8636 ext 203 for more details.

Admin Volunteers / Reception

Do you have office experience?

Do you dabble in databases, flick through filing or excel at Excel. We are recruiting for office-based admin volunteers, please pass on to anyone you know who might be interested in this varied volunteering position. Call Nadine in the office for further details on 023 8036 8636 ext 201.

Southampton Living Well (new role)

Southampton Living Well (SLW) offer daytime activities and a place to go to for older people living in Southampton.

Do you:

- Enjoy spending time with and supporting older people?
- Work well as part of a team and can use your own initiative?

Could you support older people to achieve their goals in the various activities?

Activities could include: exercise, flower arranging, cooking, painting, crafts, bingo, singing, reading, nail painting, knitting, gardening etc.

We have Volunteering places across the city. Please call for further details call 023 8036 8636.

For a full list of roles available or for an informal chat please contact Nadine 023 8036 8636 Ext 201 or email volunteering@ageuksouthampton.org.uk

New Volunteers

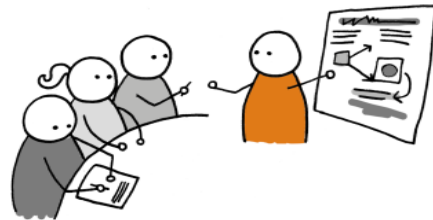


- Jeffrey Charlton: Freemantle Computer Club / Visiting Volunteer
- Dominic Tildesley: I&A benefits/form filling, Graylings Falls Classes.
- Sharon Barfoot: Fairfax Court Exercise classes (was originally a client at the falls classes)
- Kate Mearns: Challis Court Exercise Classes
- Eloise Short: Visiting Volunteer
- David Austin: Visiting Service
- Huanhuan Zhao: Visiting Service
- James Clark: Visiting Service
- Claire Cooper: Visiting Service
- Zoe Fradley: Visiting Service
- Louise Fry: Challis Court Exercise Classes
- Lynda Gharibian: Receptionist
- Debbie Lewis: Receptionist
- Jasmine Grant: Lunch Clubs

- Margaret Leader: Visiting Service
- Yang Li: Visiting Service
- Caroline Misselbrook: Visiting Service
- Richard Plume: Visiting Service
- Kezia Robinson: Visiting Service
- Yin Yuan: Visiting Service

2019 Training Opportunities

- Safeguarding
- Dementia Awareness



Questions about
volunteering?

023 8036 8636

What's been happening?????



CQS

We are delighted to have achieved the Age UK Charity Quality Standard (CQS) on 10 April; this accreditation recognises the high standard of our performance as an organisation. It certifies that our organisation is well governed and managed; has a clear direction and strategy; and is committed to ensuring the well-being and safety of older people, our staff and volunteers.

A big thank you to all the staff and volunteers who worked tirelessly to ensure our documents were updated and submitted by the deadline, and in the meticulous preparation for our assessment day. This was a very stressful process at times, and the successful outcome was a testimonial to our ability to work as a team – **well done all!**

Knitting Wool Appeal - thank you!



We have been very fortunate to have had lots of knitting needles, wool and patterns donated. This is used by our knitters to make beautiful blankets, scarfs, hand warmers and toys, all of which are sold for the benefit of AUKS!

The group meets every alternate Wednesday and Monday at 11.30 at Freemantle Community Centre and they knit a variety of items for charitable projects. Whether you are a beginner or experienced knitter, you're welcome to come along.



The latest project by the 'knitters' were these cute little teddies knitted for Hampshire Constabulary. The 'Bobby Buddies' are given to children that are traumatised by crime.

For further details please contact Nadine or Louise on 023 8036 8636 or email info@ageuksouthampton.org.uk



Innocent Smoothies - Time is running out!



For all those who have been knitting, crocheting and letting their imagination run wild, please can you ensure we have your creations by the end of June. Everyone received is fantastic and testament to your skills, also earning AUKS 25p for each one - THANK YOU!

For further details please contact Nadine or Louise on 023 8036 8636 or email info@ageuksouthampton.org.uk



AUKS 'Chums'

Like a chat? Tea, coffee and lots of chat! Monday 10 - 12 at Challis Court or Friday 10 - 12 at Freemantle Community Centre - call our office for further details?

Age UK Southampton welcomes Volunteers **old and new** to celebrate **National Volunteers Week**



6th June from 1:30 to 3:30 for a cream tea, chat to fellow

Volunteers or learn more about what Volunteering can do for you and how you can help?

It's national Volunteers' Week from 1st to 7th June and this is a chance for us to say a huge thank you to every single one of our volunteers.

We simply couldn't do all that we do without you. Thank you for your incredible support and generosity. Thank you for making a difference!

Interested in becoming a Volunteer?

- Can you offer one or more of these skills?
- Listening to people
 - Communicating effectively
 - Supporting people
 - IT skills
 - Fundraising
 - Making people feel welcome
 - Financial admin/accounts
 - Minute Taking
 - Telephone skills
 - IT/website/social media
 - Events management

- We have volunteer roles for:
- Reception
 - Visiting Volunteers
 - Navigators
 - Fundraising
 - Events
 - Minute Takers
 - Accounts
 - Computer Club
 - And more!

Would you like to:
 * Meet new people * socialise * share your skills * make a difference * help others * be involved * meet challenges * learn new skills * keep busy * get out and have fun!
 Come and join our team!
 Training and support provided



 Questions about volunteering?
023 8036 8636

If you are thinking of Volunteering, have some spare time on your hands and would like to make a difference, please pop along and find out more. **RSVP to Nadine 023 80 368636**

Thank you from everyone at Age UK Southampton

Visit us at: Freemantle & Shirley Community Centre, Randolph Street, Shirley, Southampton