

VOLUNTEER NEWS

Welcome to our Volunteer Newsletter – Autumn / Winter Edition

Chief Officer's update – December 2019



Firstly, a very warm welcome from me to all our new volunteers (see page 6); our charity and the older residents of Southampton depend on the time and skills that our volunteer team contribute daily, and we literally could not do what we do without your valuable support, so a huge 'thank you' to one and all.

We recently sent our 2018-19 annual report to the Charity Commission (a legal requirement), and I'd like to share with you some achievements from the report:

In the previous year, our services had been severely impacted by staff absence, resulting in 2,750 people being supported across 14,640 sessions. I was delighted to see that in 2018-19, the number of people supported increased to almost 4,700 across 35,000 client support sessions. This was a fantastic effort, and thank you to everyone who played a part in delivering the services.

This is the breakdown of support:

Knitting, Computer and Chums Groups – 184 clients, 1,950 support sessions

Home Visiting – 138 clients, 17,375 support sessions

'Southampton Living Well' day care – 190 clients, 8,100 support sessions

Information & Advice (incl National Helpline) – 2780 clients, 3,706 support sessions

Wellbeing, Navigation and Assessment – 191 clients, 916 support sessions

Falls Prevention exercise classes – 282 clients, 3,666 support sessions

We are very excited about a new service at Southampton General Hospital which has started in the MOP activity hub (see page 7), and looking for other opportunities to team up with hospital staff and social care so we can work together to support patients to go home earlier – watch this space!

Peter Bennie

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What Volunteers mean to the AUKS Team



Eleanor Tildesley, Wellbeing Services Team Leader

After much thought, Eleanor has decided to take some time out from being a Wellbeing Services Team Leader to go globe-trotting. With her back pack in tow, she is currently hiking in the Himalayan Mountains. Eleanor is making some incredible memories and visiting the most unspoilt beautiful places in the world. We here at Age UK Southampton wish Eleanor the very best time travelling and we look forward to updating you all on her progress.

Our highly-valued Wellbeing Services volunteers will be supported by other staff in our integrated services team.



Alexa Beck, Information & Advice Team Leader

We have had a busy few months in the I&A team with Attendance Allowances, Benefit Checks, caring enquiries, and the looming renewal of our IAQP quality accreditation.

I would like to thank all the loyal volunteers that make my work sooooo much easier and more achievable. Without these volunteers I would be a jabbering wreck in the corner.

I would also like to welcome to this team Vikkie Cheng and Kim Hagger.

Vikkie is going to be a great asset as the ambassador for the Chinese Community in Southampton. She already has ideas of how to spread the word about the services offered by Age UK Southampton. Vikkie has a few clients already lined up for Attendance Allowance applications.

Kim brings a host of experiences from her previous employments and is with us 2 whole days a week, which will be amazing help. She has already started on the dreaded information filing cabinet, updating and shredding!! Kim is looking forward to organising the I&A office and also becoming a Visiting Volunteer, as well as getting to grips with benefit checks and AA forms.

I love having Maureen in the office on a Wednesday and like to check that all is OK with her and her clients in the Wellbeing service. She has a lovely calm about her, in what can be a stressful office at times!!

The I&A team have done a great job with the E.ON Warmer Home Discount so far....we are on target!!

In the last 3 months we have completed 35 AA applications and have not had any turned down. A massive well done to you guys!

Onwards and upwards towards Christmas, with the help of lots of biscuits, chatter and of course the Christmas Raffle.

See you all at the Volunteer Event on 20th December.



Nadine Costello, Support Services Team Leader

I hope you have been looking after yourselves in the heat over the summer months! Whilst most people were tucking into ice creams and lollies, I have been busy recruiting volunteers across all services.

I am pleased to say that we have successfully recruited Volunteers in Reception, Information & Advice Service, Visiting Service and the new Activities Volunteers at the Southampton Living Well hubs. In addition we now have admin support for our Information & Advice team.

We are continuing to recruit volunteers to support activities at our Southampton Living Well hubs around Southampton. If you feel you can spare a couple of hours a week to do arts & crafts, baking, flower arranging, bingo, singing, reading or another activity you would like to share with older people, please do contact me on: 023 8036 8636



Louise Beer, Business Support Officer

I have been away on holiday for 3 weeks recently and it was reassuring to know that whilst I was away, Reception was being ably covered part of the week by our two volunteers Debbie and Wanda.

Debbie has been volunteering for just over a year now and is very confident when speaking to clients on the phone and signposting to the relevant areas of expertise that we offer.

Wanda has only recently joined us and after a spell in Information & Advice, as well as Reception, is now volunteering solely on Reception which is the very important 'gateway' to all Age UK Southampton services. Debbie and Wanda fit comfortably into this role.



Claire Roberts, Head of Services

It's always a delight to contribute to the Volunteer Newsletter, whether behind the scenes or in print, as it gives me an opportunity to reflect on all the great things that the staff and volunteers have achieved! We have had a really busy few months, with many **new** and exciting projects in the pipeline!

We have recently been working with Solent University Business students who are working on a project looking at how digital inclusion affects loneliness and isolation, the barriers the older generation face with everything going digital and how this can be overcome (if it can?). Thank you to those Volunteers and clients who so willingly engaged with the students to explain the issues they face. For the students who can't imagine life without a mobile phone, the project has been very enlightening!

(If you would like to be a bit more IT savvy, then please visit our over 50s IT drop in, at Challis Court or Freemantle Community Centre (call Nadine for more details).

As our Volunteer numbers grow, we are keen to ensure that each and every one of you is getting the most from your volunteering. If you fancy taking on something new, or have a few hours extra, give us a call!

Now temperatures are falling (along with leaves) and the nights draw in, please take care. If you know of anyone who could benefit from our Information & Advice service, please do give us a call. We have a fantastic team of staff and Volunteers in the office ready to assist and have now extended this further, having reviewed our Visiting Service. Our fab Visiting Volunteers are our 'eyes and ears' and we have now updated our reporting forms to give volunteers the opportunity to report additional information so that we can support their clients further.



Please like and share our posts on Facebook. For further suggestions for Facebook posts please contact Alexa:

info@ageuksouthampton.org.uk

Volunteer Shout out!



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 & 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; Computer classes; Visiting Service; Chums Coffee Mornings. If you could support any of these groups, please call us 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' Activities Volunteer (new role)



Southampton Living Well (SLW) offer daytime activities and a place to go to socialise 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 various activities including: exercise, flower arranging, cooking, painting, crafts, bingo, singing, reading, nail painting, knitting, gardening, etc?

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



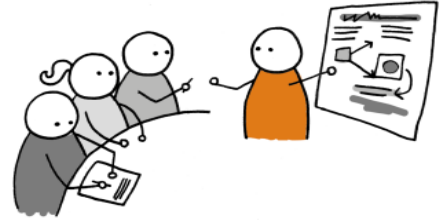
For a full list of roles available or for an informal chat please contact Nadine 023 8036 8636 Ext 201 or email volunteering@ageuksouthampton.org.uk

New Volunteers

- Wanda Williams: Reception & Information & Advice
- Kim Hagger: Challis Court Computer Classes & Information & Advice
- Ben Stickland: Social Media & Information & Advice
- Connor Mackay: Visiting Service
- Margaret Bowring: Visiting Service
- Vikkie Cheng: Information & Advice
- Jean Robinson, Padwell Road Day Centre
- Ryan Fleming: Social Media (SLW)
- Fiona Price: Trustee



Dementia Awareness Training - July 2019



Jean Robinson – Volunteer

Jean originally joined us as a Volunteer for the Falls Exercise Programme and joined right at the beginning of the Bassett Green Court group, to support and encourage clients and to provide the ever-necessary cuppa! Now that the Falls Exercise Programme has finished, Jean has decided to take on another challenge and is now an Activities Volunteer at Padwell Road Day Centre. Jean is really enthusiastic and is keen to support our members with the activities, whether flower arranging, arts and crafts, baking, quizzes etc.



Nikki Toomer, Care UK with a few of our Volunteers who attended her Dementia Awareness training and are now 'Dementia Friends'.

Anna Johnston, Huanhuan Zhao, Maggie Rance, Jeffrey Charlton, Jackie Powell, Richard Plume .



What's been happening????

Innocent Smoothies -

£1,375
raised



Didn't **YOU** do well!

For all those who have been knitting, crocheting

and letting their imagination run wild, you

successfully created **5,500** hats! Everyone received is a fantastic testament to your skills, earning AUKS 25p for each one -

THANK YOU!

Keep knitting – we've started collecting for 2020!

MOP Activity Hub

Age UK Southampton continually looks for ways in which we can support older clients and have just commenced a pilot project at Southampton General Hospital. We are working with the lovely staff at SGH to support clients in hospital by providing information and advice from the Medicine for Older People activity hub. This newly opened Activity Hub supports patients in the MOP unit on 'G' level, playing a key role in encouraging patients to get up and moving while tackling the loneliness that some patients feel while in hospital.

The matron said: *"The MOP hub will be a destination point for our patients to come to and improve their mobility whilst they're on the wards and also a place where we can bridge with our community partners and address loneliness."*

We will be at the Hub every **Wednesday from 2 – 5pm** for the next few months to provide information and advice, signpost to other services, complete benefit checks to maximise income, and provide information to assist and support patients, their families and carers.



Information & Advice - Anne Day is one of our wonderful Information & Advice Volunteers who carries out home visits to older clients who are unable to come into the office. Anne completes Attendance Allowance application forms to help maximise client's income with any benefits they may be entitled to. As well as Volunteering Anne has been very active -

Here is Anne with her gold medal from hockey tournament in Antwerp where they won the over 65 trophy- **Great Grand Masters!**



Are you confused by technology? Not sure how to get the best from your mobile or tablet?

Visit us here at Age UK Southampton for 1:1 tuition and guidance from one of our very knowledgeable, patient Volunteers.

Where:

Freemantle & Shirley Community Centre, Randolph Street, Southampton

When:

10am to 12 noon every Friday

OR

Where:

Challis Court, Lime Street, Southampton

When:

10am to 12 noon and 1pm – 3pm every Monday

Experiencing
Technical
Difficulties





We have recently taken the opportunity to reflect on the services we provide to our clients to ensure that we are meeting their needs. As part of this review of services we would like to take the opportunity to ensure that our visiting service meets the needs of our older clients, many of whom are lonely and isolated.

YOU are also the 'eyes and ears' in the community and are best placed to advise us of any additional support your client may need as their circumstances change.

For those of you who visit an older person, we have slightly amended the Home Visiting Report to enable you to comment on information and advice that we might be able to provide or signpost people to.

We review the completed reports when they arrive and respond to any comments or requests for information as soon as possible. This could be by contacting you to pass on the information to your client or by making a specific referral to our information and advice service.

Thank you for your continued support!

Christmas greetings!



Age UK Southampton is planning a Volunteer get together early in the New Year for our volunteers old and new! This is our chance to say a huge thank you to every single one of our volunteers for what you do.

This will be a perfect chance to chat to fellow volunteers and to learn more about what Volunteering can do for you and how you can help

We would love to see you all there, details to follow.



Following the success of last year's Christmas Party, the lovely staff at John Charcol would like to invite our older clients to a **Christmas Tea Party on Monday 16th December 2019 – 1:30pm – 3:30pm.**

If you know an older person who would love some company and some festive cheer, please contact Alexa on 023 8036 8636 ext. 204 / email alexa.beck@ageuksouthampton.org.uk

AUKS - Opening times over the festive period are as follows:

	Opening Hours	For out of hours Information & Advice please call our free Age UK National Advice Line: 0800 169 6565. It's open 365 days a year from 8am to 7pm.
23 rd Monday	09:00 – 17:00	
24 th Tuesday	Closed	
25 th Weds – Christmas Day	Closed	
26 th Thursday – Boxing Day	Closed	
27 th Friday	Closed	
30 th Monday	09:00 – 17:00	
31 st Tuesday	09:00 – 17:00	
1 st Weds – New Year's Day	Closed	
2 nd Thursday	09:00 – 17:00	
3 rd Friday	09:00 – 16:00	



Age UK Christmas Cards on sale NOW!

Available to purchase at Freemantle & Shirley Community Centre



Late news.....

For those Volunteers who have supported the hugely successful Falls Exercise Programme a review of clients still exercising 3 months following the end of the session identified, out of 23 clients surveyed, only 2 had fallen again and only 2 have not continued to exercise. All of these clients will benefit greatly from this intervention!



Do you know anyone who maybe lonely at Christmas, who would love an afternoon of festive fun?

Please contact Alexa for further details.

