

# Volunteer Impact 2024 - 2025

over  
4,700

## Hours given by our volunteers

supporting with groups, running activities, triaging calls, greeting guests on reception, teaching digital skills, advising as our Trustees & connecting with our clients

The estimated total value of this is **£103,400** including the value of social and wellbeing benefits



## Total Volunteers

77 amazing volunteers gave their time to help us throughout the year

77

2.5  
years

## Is the average length of service

However we have volunteers with double digit length of service, the longest standing being **16 years!**



## Applications and enquiries received

We respond to every single application and enquiry and aim to connect every potential volunteer with a key contact at AUKS, or will signpost to Volunteer Centre



33

## Volunteer inductions took place

Where we introduce new volunteers to Age UK Sutton's services, mission & values, provide essential information and introduce them to their key contacts



# Case study

## Izzy - Helpline Volunteer

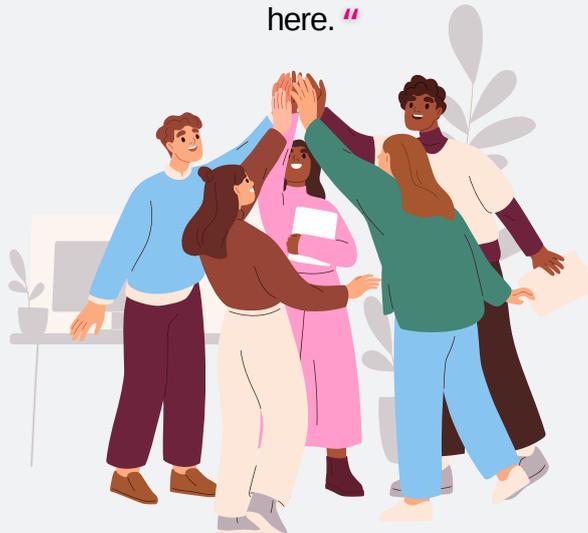
Izzy joined our volunteer team in August 2024. Izzy wanted to contribute to her local community where she had lived her whole life, as well as develop professionally and personally. She gave her time answering the helpline in our Welcome & Information team, and later also supported our Help at Home service.

“My favourite part so far has been getting to meet people in the office and also hear the stories of the people I get to talk to on the phone and getting to know the clients and being able to help them when you can. I think people should become a volunteer here because it's very rewarding, and they shouldn't be nervous about volunteering because it's very inclusive and a lovely environment to work in.

I've been really well supported by the team, everyone here is really helpful and if I have any questions I can always speak to the manager or other colleagues or other volunteers. I say that everyone here is super lovely and always there to help when you need them.

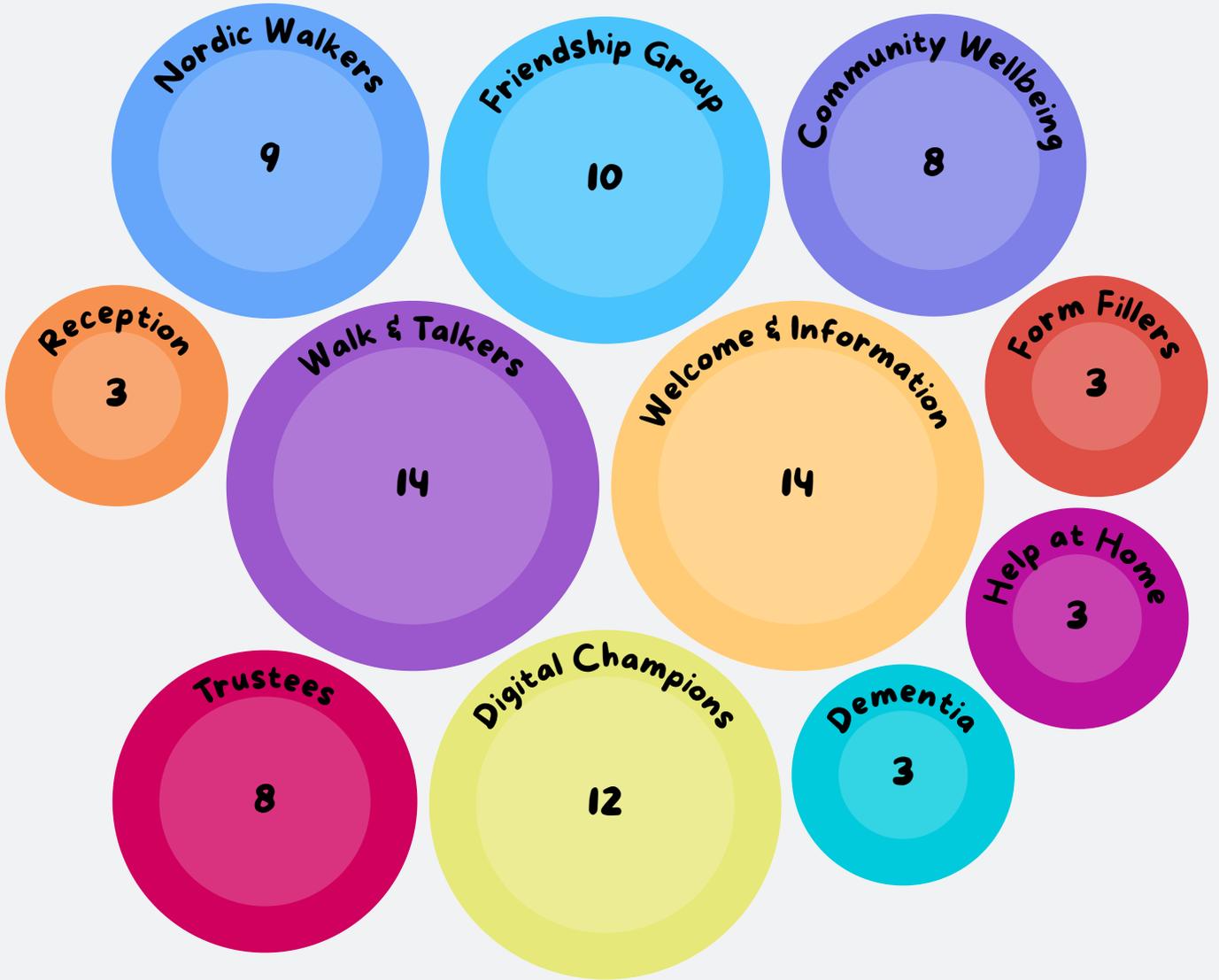
Training was initially Charity Log training, which is the database we use, my manager Megan trained me on how to use the database and helped me by explaining how to use it step by step. Also by shadowing, and being given information booklets to read through to give me a better understanding and more confident giving information to clients.

My motivation to volunteer was, well I love to help people, and I love to help older people, but secondly, I wanted to develop my skills for future employment, I do feel like I'm getting to do that here. “

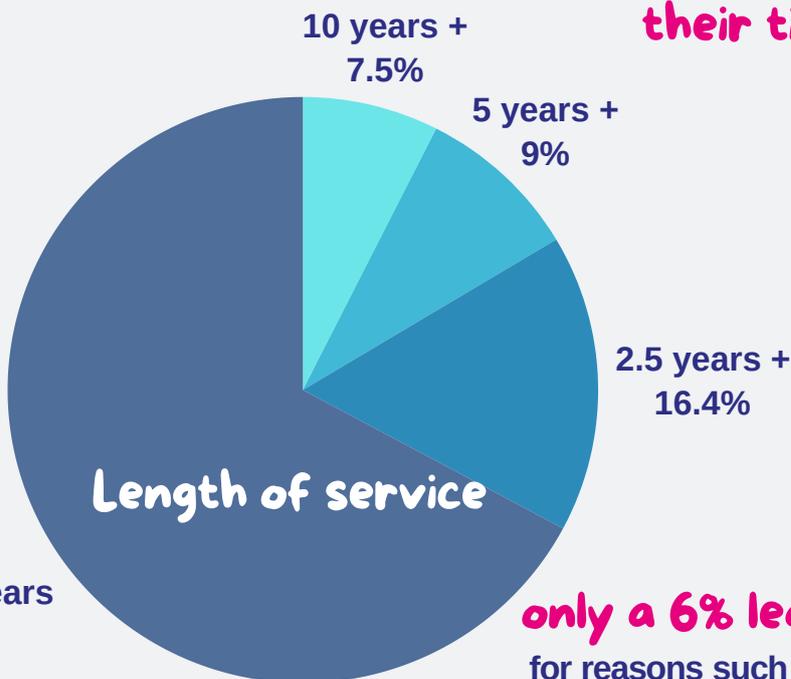


“ I would say this it's really rewarding and a lovely place to volunteer and it's such a great place, and lovely team.”

# Age UK Sutton Volunteer roles



**10 of our volunteers gave their time to multiple roles at Age UK Sutton**



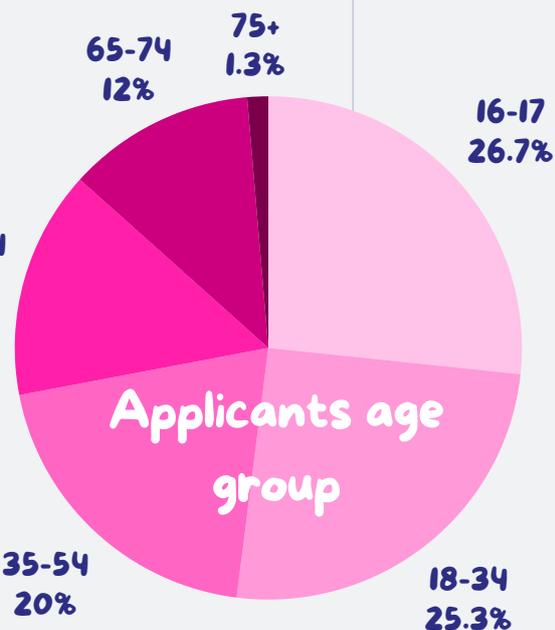
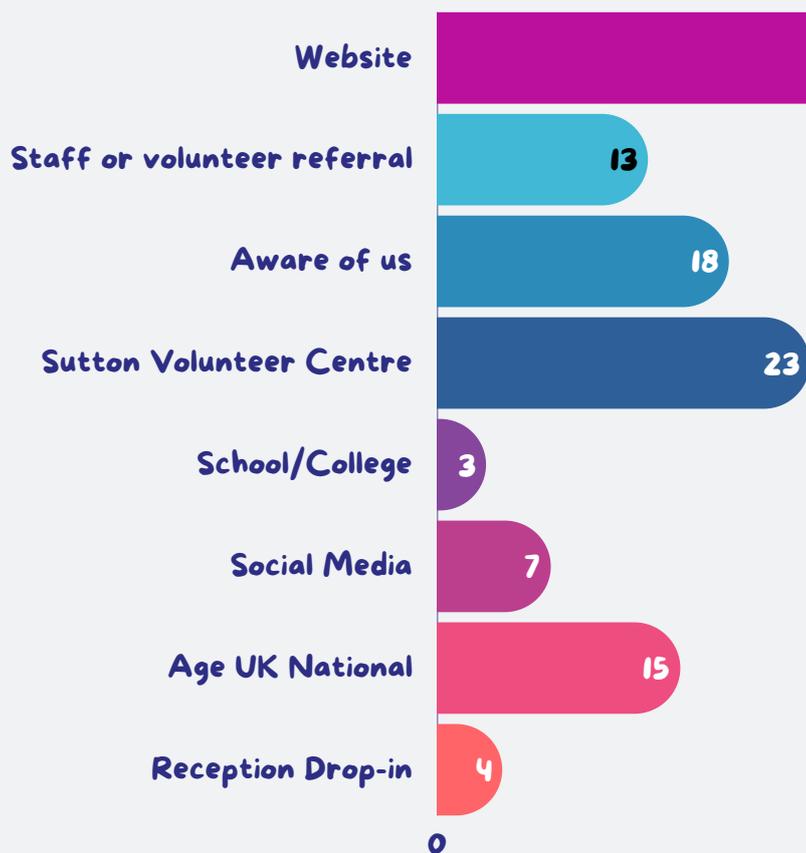
**only a 6% leavers rate for 2024/25**

for reasons such as starting full time work, personal health and stepping down from the Board of Trustees. Our volunteers tend to stay with us for the long run!

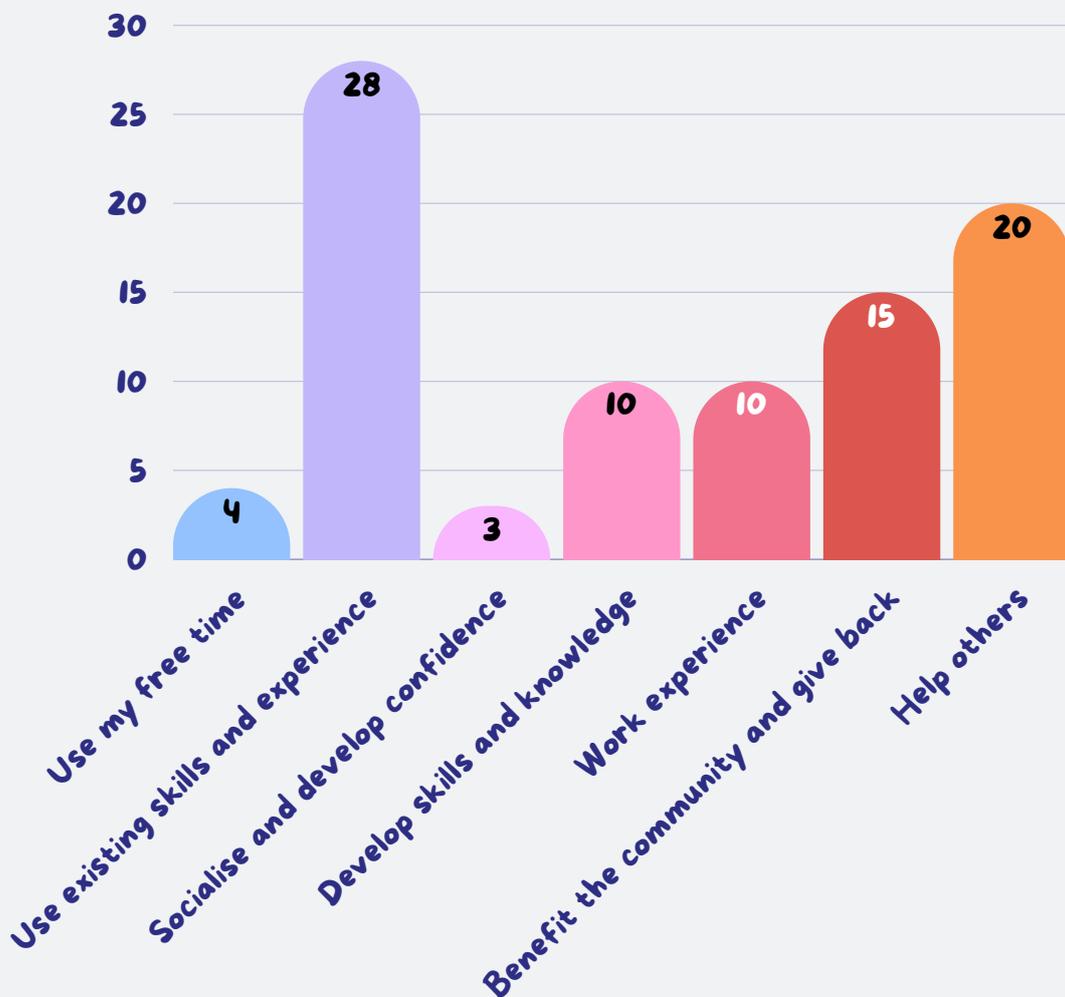
Under 2.5 years  
67.2%

# Volunteer application information

## Volunteer Application or Enquiry Source



## Motivation to volunteer

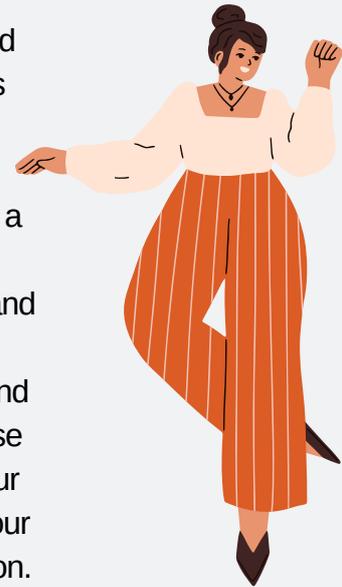


# Case study

## Jan - Trustee and Chair

Jan is a Trustee at Age UK Sutton. Trustees are responsible, together with the Chief Executive Officer, for the overall management of the Charity. Jan joined our Board of Trustees in 2018 and stepped up to Chair in 2020 until March 2025.

“ Being a Trustee and ex-Chair at AUKS is a total privilege. I work with a team of highly dedicated and incredibly skilled trustees, all with different backgrounds and successful careers in their “day jobs” . Our role involves overseeing the charity’s strategic direction, governance, financial management and performance, while fostering a positive culture and ensuring the organisation delivers its mission effectively. Our relationship with the Senior Leadership team is critical in creating a highly functioning and flexible Board: together we have formed a really strong relationship. We are so fortunate to have such a skilled, innovative, experienced and committed SLT. The wider team, support workers and volunteers all deliver amazing, high quality and much needed services for the older people of Sutton and often plug the gaps left by statutory bodies. They always go the extra mile and use their initiative to adapt to clients needs and build important connections across our local communities. Our people, their work, the outcomes of what we deliver and our clients feedback makes it easy to be passionate about working with Age UK Sutton.



I volunteered as a trustee with AUKS because I was passionate about the charity's mission, supporting people to live well in older life. I also knew of the charity's reputation and value in the Sutton health and care system and voluntary sector community and wanted to contribute the skills and experience that I had developed in my career to make a positive impact.”

### Jan's advice for prospective Trustees

- **Understand your duties:** Be fully aware of the legal responsibilities, including acting in the charity's best interests, managing resources responsibly, and ensuring compliance with governance standards.
- **Be prepared to engage:** Trustees must read board papers, ask constructive questions, join committees, and contribute views during meetings
- **Bring your skills and passion:** You don't have to be a specialist; a mix of professional skills, lived experience, and commitment to the charity's cause is valuable .
- **Enjoy the role:** Trusteeship can be both challenging and fulfilling, providing opportunities to positively influence the charity and be involved in its success
- Being part of AUKS's board as a Trustee and Chair means balancing oversight with support, contributing to strategic growth, and ensuring that the charity achieves its mission while maintaining high standards of governance, accountability, and culture.

# Highlights



## Awarded the Investors in Volunteering Accreditation

Age UK Sutton are one of a handful of Age UKs who have achieved the award. We were assessed against six quality areas and thrived in each of them



## Process refresh

We worked together with volunteers and key contacts to develop and improve our processes for a better volunteer journey.



## Ran volunteer events and social opportunities

We boosted our volunteer recognition programme with an awards event, celebration get togethers and pot-luck lunches.



## Volunteer magic

Every day we hear success stories from our volunteers and listen to how volunteering has boosted them personally. From gaining confidence and skills to help search for work to improving their own sense of wellbeing.

# Looking forward

## Integrating the Age UK Volunteer System

We will look at how best we can use the system offered by Age UK in order to effectively streamline our process and consolidate our data whilst being mindful of data consent and volunteer experience.



## Recruit & retain optimum number of volunteers

We need to identify, along with key contacts and service managers, the optimum number of volunteers to support delivery and reach KPIs. We'll then explore how best to achieve this, including looking at new ways to recruit and engage volunteers.

