

February 2006



**Welcome to Volunteer News, our newsletter for and about all our volunteers.**

Age Concern Kingston could not operate without its growing band of dedicated volunteers.

**We want to know what you think.**

If you have any comments or feedback on this newsletter, or other issues about volunteering, please contact Deborah Allan on 020 8942 8256.

## **Celebrating 2005**

The Volunteers Christmas party was extremely well attended and we were delighted to see so many of our 'new' volunteers who joined us during 2005 coming along to help celebrate all we have achieved over the past year.

Amidst pulling of crackers, the staff helped to ensure that everyone's glasses were filled and that people had a good time. Lin, Sue and Ann were given a standing ovation for an excellent meal & (cntd overleaf)

## **New for the 21st Century: the 'selfish volunteer'**

Volunteering and the voluntary sector's role in service delivery remain in the political spotlight, with allies of Gordon Brown this week accusing Tory leader David Cameron of stealing the Chancellor's policies, including a national youth volunteer programme. Amidst this, a new report, 'The 21<sup>st</sup> Century Volunteer', published by nfpSynergy, claims that 'volunteers are doing it for themselves'. Whereas volunteering is often seen as an altruistic act, the report's writers have identified that people they dub 'selfish volunteers' increasingly 'want to know what is in it for them: whether it be career experience, a life-changing experience, to use their skills, to build their workplace teams, to overcome loneliness or find that special friend.' People today lead busy and pressurised lives, and have many and varied ways of spending their leisure time. Consequently, volunteering has to compete with many exciting alternatives and the 'selfish volunteer' is motivated less by a sense of giving, of doing good deeds, than by what they themselves get out of the volunteering activity. Alongside this, the report suggests, there is a move away from the 'brawn volunteer', who gives time and effort, to the 'brain volunteer', who gives specialist skills.

The challenge, then, for organisations such as ACKuT, who are reliant on both the commitment of existing volunteers and a steady inflow of new blood to sustain the services we provide, is to better understand what motivates our volunteers and to ensure that they feel valued and supported, so that the volunteering experience is truly beneficial to both sides. At Age Concern Kingston we are continually striving to achieve this, by reviewing and implementing our new Volunteer Policy; by offering volunteers opportunities for training and development, and by offering a range of innovative and exciting areas of work, such as the Bradbury Active Age Centre and our expanding Intergenerational Project, alongside more 'traditional', but no less important areas, like our day centres and lunch clubs.

The report also identified that 47% of volunteers started volunteering 'because somebody asked them to.' What this means is that you, our existing volunteers, are ambassadors of our organisation, and are best placed to introduce new recruits. So, please do encourage friends, relatives and acquaintances to come and see for themselves what ACKuT is all about. There are many, many ways of supporting us.

What motivated you to become a volunteer, and what keeps you motivated? If you have any feedback on this article, please contact Anne Bren [anneb@ageconcernkingston.org](mailto:anneb@ageconcernkingston.org).

14 Nelson Road  
New Malden  
KT3 5EA

Phone: 020 8942 8256  
Fax: 020 8336 0322  
E-mail:  
admin@ageconcernkingston.org

### Our Mission

To be an effective organisation that is recognised as a leader, committed to involving and empowering all older people in Kingston.

We're on the Web!

[www.ageconcernkingston.org](http://www.ageconcernkingston.org)

## Meet the Staff

### Sarah Golding & Ken Goodall - Admin Assistants

Between them, Ken and Sarah man the day service office at the Raleigh Centre, splitting the week between them and covering for each others' holidays.

#### Sarah

I joined ACKuT last May, as a volunteer on Wednesdays, helping Lucy in reception. In September I became a permanent member of staff, working in the day service office at the Raleigh Centre on Mondays and Tuesdays, and in the reception office on a Wednesday. Please come and say hello if I haven't met you yet.



I was born in Park Royal and grew up in Uxbridge, West London but moved to Kingston five years ago to study for a degree in Sport Science. I currently live in New Malden with my family. When I finished my degree I had a break from work after a back injury: this is why you may see me kneeling on a cushion, standing whilst working, and attached to the wires of my TENS machine! Volunteering at ACKuT enabled me to get back into paid work.

In the past I have worked in various office positions, and as a library assistant for two and a half years. My previous job was working for W H Smith in the cash office: sorting, logging and banking all the monies, as well as being in the front line of customer service.

When I'm not working at Age Concern I enjoy shopping, particularly for shoes, going to music gigs, eating out, cooking and knitting - although I'm not very good, scarves are my limit, so I'm grateful for any tips!

#### Ken

I joined ACKuT at the end of June 2005 and currently work part-time on Wednesdays, Thursdays and Fridays.



I have a financial background, having worked in banking for 32 years and in administration for 10 years. My principal duties at ACKuT include cash handling and reconciliation, all aspects relating to our minibus drivers' rotas and holidays, up-dating of daily lunch lists, and collating certain statistics.

I am part of a small team that works well together to provide an inviting and friendly atmosphere in which our members may meet together to enjoy fellowship, games, entertainment and a good lunch. All of us are part-time on various days of the week, and we value highly the help given to us by our willing volunteers.

I live in New Malden with my wife Andrea and we have a 14-year old Dalmatian called Tippy. Our son Ian lives near Basingstoke and we enjoy visiting him and Lisa, and seeing our two young grandchildren. Bailey is four years old and Paige is 17 months.

My active sporting days are over, so I no longer play hockey, but I am a football fan and enjoy watching Manchester United on the television. I was brought up in Chelsea, but switched my allegiance after the tragic Munich Air Crash in 1958 that wiped out most of the 'Busby Babes'. My other activities include my local Church, occasional DIY, rambling, keeping in touch with old friends and watching TV Detective programmes.

Continued from page 1

John's quiz was enlivened by the sight of John running back & forth between the tables and the CD player, endeavouring to play the correct track and ask the right question!

The evening ended with a speech from Sheelah thanking all volunteers for everything they have helped us to achieve and Joyce made the reply on behalf of all the volunteers.

A fun time was had by all and we can now look forward to the Summer Barbeque, any ideas on how to improve this successful event please, contact Deborah Allan at the Raleigh Centre.

## Chief Executive's Update

### Staff Changes

Richard Exworthy joined us at the beginning of the month as Fundraising and Strategic Development Manager. Delia Pemberton is now in post as Bradbury Centre Manager and Dawn Bliss has joined as Lunch Club Organiser for the Piper Hall Lunch Club. We have advertised in the local press for Day Service Manager and a Centre Assistant and interviews were recently held.

### Diary Dates

#### Wine Tasting Fund Raiser

Bradbury Active Age Centre - 30th March, 7.00-9.00 pm. See Agenda for further details.

#### Induction session for new staff and volunteers

February 23<sup>rd</sup> - 9.30 to 12.30 at RH - contact Deborah Allan 020 8408 8184.

#### Food Hygiene training open to all day service volunteers.

March 3<sup>rd</sup> at RH - Contact Charlotte Allen for further details 020 8390 5040.