



# VOLUNTEERS' WEEK

time to say thank you

IMAGO  
2020

This year we aren't able to recognise and celebrate our volunteers as we usually would. There aren't any tea parties, thank you events or get-togethers as we all continue to follow the Government guidelines on social distancing.

Thank  
you!  
Volunteers!

But just because we can't see all the amazing volunteers that support the work of Imago, doesn't mean we aren't thinking about them!

I have gathered feedback and stories from some of the Imago staff about the volunteers they work with. Take a read over the next few pages and if you are inspired to join the team, do get in touch to find out what is available locally to you.

It is a truly amazing team that offer their time, enthusiasm, skills and smiles to help support some of the 26,000 people who look to Imago for assistance.

Our Dial 2 Drive team even won the Kent Volunteering Awards 2019 for the amazing role they play in supporting local isolated and older people—well done team!

We would like to say **THANK YOU** to everyone and we look forward to seeing you all again soon!

Fiona Cottingham,  
Project Development Manager  
[volunteering@imago.community](mailto:volunteering@imago.community)  
[www.imago.community](http://www.imago.community)



Bob is such a great addition to our Sevenoaks Young Carer Workshops and the young people really gain a lot by having him there.

It's brilliant watching him interact with them and they in turn gain a different perspective on lots of the key topics which are covered throughout the 12-month workshop course.

We are really grateful to have Bob as part of our team.

Allya Khammari

Children & Young People Support Coordinator



Volunteers assist the Young Carers services across our areas, in Kent, East Sussex, Southwark, Havering and Bexley.

At the monthly workshops they assist the staff by providing their time, being an extra pair of eyes and ears to ensure the young people attending are encouraged, included and have fun whilst learning skills to support them in their caring roles.

The workshops are monthly, after school time 4-6pm or a little later and run for 2 hours.

There is a workshop held in each District, so if this is something that sounds of interest to you, please get in touch to discuss further.

We take up 2 references and do a DBS check, free of charge to the volunteer, as well as an informal interview to ensure the role is the right one for you.

[volunteering@imago.community](mailto:volunteering@imago.community)

Delly has been volunteering at the Tunbridge Wells Young Carers workshop groups for three years now.

She helps set up for the sessions and has even lead a First Aid workshop for us as she is a nurse.

Delly enjoys volunteering because it's fun, varied, interesting and enlightening. She likes to see the children having fun and having a break from their caring roles.

At the moment Delly is working as an A&E nurse to help out during the Covid-19 outbreak but we are looking forward to having her back at workshops soon!

Thank you Delly!

Helen Stringer

Children and Young People Locality Manager



Janet volunteers at the Quarterdeck Kent Young Carers Club for Thanet. She has a wonderful relationship with the young people, and can mainly be found in the kitchen. Here she cooks, bakes and creates various treats with her willing helpers. Some of these children are the ones who are shy and prefer not to be in big groups. She makes them feel useful and included, which builds their self-confidence and allows them to slowly pluck up the courage to integrate more into with the others. The treats are eagerly awaited and don't hang around for long. She also makes a cracking cup of tea. I would just like to thank her for help over the years. It would not be the same without you😊

Anton Kluibenschadl

Children & Young Peoples Coordinator

Lynn C, Eastbourne District

I just want to thank her for her fantastic contribution towards our workshop and the children that attend. Not only does she consistently show up with amazing food to dish up, she offers a kind listening ear which the children really appreciate. She is an integral part of our team, thank you Lynn, without you the workshop experience would be very different.

Catherine, Lewes District

Catherine has volunteered for us since September 2016, she never fails to get stuck in, supporting both myself and the children unconditionally. I was absolutely thrilled that recently you accepted my invite to join us on a more permanent basis. You are great with the children, you never fail to encourage smiles and laughter and a lifesaver for me at times, thank you.

Katie Hartfield, East Sussex Young Carers Support Coordinator



Could I say a massive thank you to Louise, a long standing volunteer at one of the East Sussex Young Carers Workshops, who every month helps getting the Young Carers engaged in activities and always participating in games. Louise also does some great food and involves the Young Carers.

Louise has now joined us as a sessional staff member and we are thrilled.

Thank you to Stiv, who has recently joined as a volunteer for the East Sussex Young Carers Workshops. Stiv brings some great energy to the workshops and really helps keep the younger members involved in the programme.

Emma Murphy, East Sussex Young Carers Support Coordinator



Jackie is a fantastic volunteer at our Wealden workshop, every month she goes shopping then creates amazing snacks and treats for the Young Carers.

Halloween is always a favourite with the children as Jackie makes scary cupcakes covered with naughty, nasty treats! Thank you Jackie for your delicious food and creative cupcakes!

Thank you to Paige who has recently joined us as a Young Carer Peer Volunteer!

Rachel Luckhurst,  
East Sussex Young Carers Support Coordinator



**IMAGO**  
.community

**DIAL 2 DRIVE**



Our volunteers are truly worth their weight in gold! The amount of hard work they put in and the care that they show our clients is incredible.

Without our volunteers we would be unable to offer our Befriending services, both telephone and face-to-face, which clients look forward to every week and have come to see as a lifeline! We also wouldn't have people to facilitate groups such as C.A.M.E.O., where people who are lonely and isolated get a chance to interact with others and do activities together.

We appreciate everything they do and thank them from the bottom of our hearts! Keep up the good work and stay safe everyone – Imago needs you now more than ever!

Kathryn Mincer  
Volunteer Coordinator



Our volunteer Wendy, although fairly new to our project, jumped straight into supporting Havering Workshops.

Wendy is fantastic at interacting with the Young Carers, and does not shy away from taking part in the activities we are doing either! The Young Carers all responded really positively to Wendy, it's like she has always been a part of the team!

**Ellie Stringer**  
**Havering Young Carers**  
**Children and Young People Support**  
**Coordinator**



You may not realise but our Board of Directors all volunteer their time and skills to support the governance and strategic development of Imago

**A huge thank you to  
Paul, Ed, David, Dani, John, Elizabeth, Bill, Laura & Andy!**

*The Senior Management Team*



The volunteers that help out with the Gravesham Young Carers are amazing, helping out with the children, engaging with them and overall supporting them alongside the staff.



The Young Carers party at Christmas could not have been achieved without their help and support, a huge thank you!

Having our wonderful volunteers helping out again on our Gravity trip over the February half term meant we were able to invite more young carers along which then gave them the children the opportunity to do something they may never have done before.

My Gravesham volunteers are Sim, Kelly and Julie.

Karen Walter, Kent Young Carers Support Coordinator

# DIAL 2 DRIVE



*"I have enjoyed ringing the ladies, they are lovely."*



# DIAL 2 DRIVE



# THANK YOU!

Our Dial 2 Drive volunteer drivers, office volunteers and team have been making regular calls to all our clients to check they are ok, have a chat and ensure they have what they need during Covid-19.



D2D has nearly 80 drivers currently on our rota – with five office volunteers, as well as two others organising and running Sevenoaks Lions trips.

We have around 600 clients across Tunbridge Wells, Tonbridge and Sevenoaks, using the service with many of them unable to use public transport.

One of our regulars - Phyllis in Tunbridge Wells - always says: "What would we do without you."

Since the service was suspended due in March due to Coronavirus, several drivers have volunteered to help our Lockdown Befriender Scheme, calling clients on weekly or fortnightly basis, maintaining a valuable contact while we are off the road.

We thank them all for their loyal and continued service.

Andrew Gidley and Jack Andrews, Dial 2 Drive



# I'M A CHARITY SHOP

Janet is an amazing woman and is so keen to help me and all our volunteers all of the time.

Over the past year she has been so thoughtful, encouraging, being kind, and her shop decorating skills are fantastic.

During lockdown she has been looking after jigsaws and making them with her family, checking to see if they are complete, we are selling them on eBay for a huge amount of money as well.

I struggle to wear the facemasks that we are wearing at the minute as I have glasses and hearing aids already behind my ears and she has knitted me an extender so I can wear masks in comfort.

We took part in the 2.6 Challenge and Janet made 26 scrub bags for the NHS.

Truly amazing Lady



Emma loves coming to the charity shop and is an asset in hanging up the clothes ready for steaming and is also fantastic at writing up the items to go onto eBay for us.

During lockdown Emma helped us with the 2.6 Challenge and cycled on her exercise bike for 2.6 hours. A major achievement for Emma and it helped us to raise a lot of money

Shelia works two sessions a week and is our oldest volunteer although you never know it she has more energy than me most days. Very caring and loyal to Imago and would do anything for us.

During lockdown Shelia is keeping very busy walking and helping others in her neighbourhood, and walked for 2.6 hours in the 2.6 Challenge.



Nick works two sessions a week and is always so very kind to everyone he has a fantastic memory and can remember names of people and their families names and always wants to hear about them all.

Nick works in the shop for us cleaning the shop shelves and working on the till.

Nick is keeping himself busy during lockdown walking in this beautiful sunshine that we are having right now.

# I'M A CHARITY SHOP

Sarah works one session a week on a Friday afternoon and when we are all feeling 'it's nearly the weekend' she comes in with a huge amount of energy usually with cakes for us all and prices and works on the till with an energy like no other. She is our best pricer and we usually get her to do the designer items.

During lockdown Sarah did 26 yoga sessions for the 2.6 Challenge, having just got over two weeks of covid-19 symptoms.



Sue works one session a week with us and works in the shop, sorting the books out, tidying the shop after a busy Saturday and working the till.

She enables Shelley to sort donations that have come in over the weekend so is a pure asset to the team.



Shelley works part time in the shop and also helped with the 2.6 Challenge, she made 26 bags of cakes and sold them on her driveway.



Chris is our little live wire and keeps us all on our toes, such a happy chappy predominately, he comes in most mornings in the week. Chris steams the clothes that go into the shop and also enters the Gift Aid information onto the computer.

Chris has celebrated his birthday in lockdown and through the Imago Charity Shop Facebook page we were able to wish him a happy birthday.



I too took on the 2.6 Challenge, shaving my hair into a Mohican!



The charity shop team raised over £1,000  
WELL DONE TO ALL OF US X

**Sally, Shop Manager**





Thank you to our star bakers from **Free Cakes for Kids** for volunteering your time and skills to hand make and decorate cakes for our Young Carers birthdays and Dial 2 Drive 'milestone birthdays'.

Thank you to the businesses and groups who have kindly volunteered their time to support our different activities.



Businesses **Osborne, Optivo** and **Thompson Reuters** had staff volunteer at our Young Carers outdoor activity day in the summer. They joined in with the groups encouraging participation, celebrating success and being great fun!

The newly formed **Tunbridge Wells Ladies Circle** were only too happy to help with the Young Carers Christmas party. They helped set up the hall, sort and stock up the food table, tidy up and provide refreshments.

If your group would like to support one of the many Imago services please get in touch.

[donate@imago.community](mailto:donate@imago.community)



## Social Prescribing Peer Volunteer Opportunities

Dartford Gravesham Swanley



**Social Prescribing:** Peer volunteers work alongside the Social Prescribers to support individuals to progress outcomes identified on their support plan. This may be achieved by visiting the person in their own home or meeting them in a community-based setting. Volunteers might help with household bills or budgeting; have a chat over a cup of tea; introduce someone to a social activity; or set up and support a befriending group. The types of activity will be determined by the needs of individuals.

We have a Volunteer Coordinator who would meet with you and work out a suitable match from those referred by the Social Prescribers. This is flexible to fit around your availability.

To find out more and for an application form contact:

[volunteering@imago.community](mailto:volunteering@imago.community) or call 01892 530330

<https://www.imago.community/About-Imago/Volunteer-for-Us>





**Give the gift of independence**

**DIAL 2 DRIVE**

**Become a volunteer driver**

Our community transport service Dial 2 Drive helps members of the community who have difficulty using public transport due to older age, illness or mobility problems in west Kent. Volunteer Drivers use their own cars to take clients to hospitals, clinics, day centres or social appointments. It's a great way to do some extremely valuable community work and is flexible to fit around your plans.

Drivers are reimbursed expenses and drive when they are available. Some drivers carry out regular drives and others just a couple of drives a month.

**Tunbridge Wells**

**Tonbridge**

**Sevenoaks**

**Dartford**

**Gravesham**

**Confident phone manner and happy using a computer?**

We have opportunities for volunteers to join our bookings team in our Tunbridge Wells office:

In this role you will work alongside the other volunteers and staff to take phone bookings for drives, contact drivers and book them using the computer database system.

Contact:

[volunteering@imago.community](mailto:volunteering@imago.community)

for an application form or call 0300 777 1200 to find out more

## Imago Charity Shop

### Volunteer Retail Assistant Opportunity



**17 Monson Road, Tunbridge Wells, TN1 1LS**

### **We are recruiting!**

The following volunteer vacancies are available in our shop to join the team:

Mon 9am-1pm

Mon 1-5pm

Tues 1-5pm

Thurs 1-5pm

Sat 10am-4pm

Shifts are a minimum of 2 hours, up to a half day if you would like to.

Volunteer retail assistants will work alongside the shop supervisor to sort, price and display items for sale, as well as serve customers. Volunteers are fully involved in all aspects of the shop and we welcome ideas and innovation.

No experience needed but a commitment to excellent customer service is essential. Proceeds from the shops support local Imago projects.

Volunteers must be 16+ years.

For more details or an application form contact [volunteering@imago.community](mailto:volunteering@imago.community), call 01892 530330 or pop in and ask for the Shop Manager Sally.