



IMAGO

2018

VOLUNTEERS' WEEK

Volunteering for all

There are over 250 volunteers who have shared their time to support the Imago services:

- Drivers
- Office admin
- Retail assistants
- Activity volunteers
- Photographers
- Fundraisers

We would like to say

THANK YOU to everyone!



Fiona Watkins,
Project Development Manager

Janet is one of our longest standing club volunteers and has been helping at the Thanet Young Carers group for over 2 years. Janet has a huge wealth of employment experience in Youth Work but sadly had to give up work to care for her husband full time. Janet enjoys the workshops as this gives her some valuable time away from her caring role whilst at the same time helping young people in similar circumstances. Janet is fantastic in the kitchen and is always baking yummy treats with our young carers!



Volunteers support the Young Carers workshops which are held monthly for a couple of hours. They provide skills to build resilience in the caring role and offer respite. They are held across the county in each district.



"I have been a volunteer with Kent Young Carers for about 10 years and have found it to be a very rewarding experience seeing and I hope helping the kids to grow and develop. I have noticed that due to the special responsibilities that many Young Carers have they become very mature in handling responsibilities around their family and home. Many are very capable in housework and cooking and handling hospital matters and medication for parents or siblings. Many also do not realise that their life is not normal and also that help is available and that there are others in the same boat." ~ Keith, Volunteer



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 for so much for the delicious and beautiful birthday cake—it was very kind of you." ~ Joy, 90th birthday cake recipient



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



Andy Barrow  @AndyBarrow2012 · Apr 13

Great to catch up with the [@imago_community](#) team earlier on today. Very proud to be a trustee of this fantastic charity!

We are proud to have you as one of our trustees too Andy!

Care Navigator Service

Thank you to **Pat** who volunteers in the Sevenoaks office undertaking Client Satisfaction surveys. Pat has been with us for a number of years and always brings a smile to the office. We couldn't do it without you Pat!

Business Volunteers

We are lucky to be supported by local businesses during the year:

Lloyds Bank supported the Maidstone Young Carers Christmas Party. Their staff catered, ran a photo booth, organised games, handed out selection boxes, provided entertainment and more!

Osborne supported the Young Carers Festival last October by releasing their staff to attend the two day event. They joined in with the activities, organised camp fire entertainment and supplied goodies! **Charity Bank** staff also supported the festival and fully joined in with the event.

Cripps have provided our apprentices with mentors to support their roles.

If your business would like to help please contact:

volunteering@imago.community

DIAL 2 DRIVE



Thanks to the team of office volunteers taking the calls to book and arrange the drives there have been a staggering 5,000 bookings taken in the first 6 months of 2018!

Since last Volunteers Week the team has welcomed new office volunteers Martin and Paul.

Thanks to Sue, Laura, Martin, Teresa & Paul for your time, enthusiasm and cheerful phone skills.

We make a living by what we get, but we make a life by what we give.—Winston Churchill

There are a dedicated and growing team of over 80 volunteer drivers who share their time freely to take local older or less mobile people to their medical and social appointments.

In the first 6 months of 2018...

- Over 46,000 miles driven
- 10 new volunteer drivers joined the team!

Thank you all for the fantastic role you play in helping keep local people active and independent.

~ Josh Parsons, Service Coordinator, Dial 2 Drive

"I am so indebted to your band of volunteers for this invaluable service." ~ Daisy, Dial 2 Drive client

"It goes without saying but every individual who goes into volunteering gets more out of it than they put in. I certainly have. Like any organisation worth its salt, it is the team of people that make it work. Yours is such a good team." ~ Ivor, Driver



I'M A CHARITY SHOP

WOW what a year we have had since this time last year!

The **main shop** has completely been refurbished with a new paint job, new rails which make the shop look so pretty and like a boutique.

We have lost a couple of volunteers who went off for apprenticeships but have both come back in the last weeks; one volunteer left having gained confidence and has started her own business which has grown so much she has gone onto the internet and is doing a brilliant job.

We have ten volunteers, three of whom do at least two shifts a week and three Duke of Edinburgh Volunteers and one work experience volunteer. So you can see we are a busy hive of activity!

The face of the **book shop** has changed a little and we are now calling it 'The Emporium' we sell all sorts in here and has meant that although no volunteers spend a whole shift in there we have a couple of volunteers who help out. Both have a passion for books.

One of the additions to the team is an apprentice, which has been a great help to me.

All these volunteers make the shop a happy and cheerful place to work, everyone has different attributes and it is a real pleasure to work with them all.

~ Sally Simms, Shop Manager

Why do I volunteer?

I always thought, as the children were growing up, that I would need to find something to do outside of the home & my other care responsibilities, something that would give me a bit of 'me time'. I could only offer a few hours and needed to be able to have the flexibility of fitting hours to suit my other commitments. Then I read about the work that Imago do with young & old in the community & that they were opening a charity shop, I thought, 'here's something I could do' ...& giving something back to my local community was important to me.

I went for an interview, it wasn't a scary formal interview, it was just a chat with lovely people, 2 years on I'm still volunteering & loving the mix of people I get to meet & work with! Some of my volunteer colleagues work just 4 hrs a week, some work more hours but we are never made to feel like volunteers, we are all valued, respected & treated as an equal part of a big team. ~ Janet

I have found volunteering at the Monson Road Imago shop to be a very happy experience.

Strange and interesting donated items find their way through Imago's doors to the delight of those who are searching for specific articles or just browsing.

Added interest is introduced by the diversity and friendliness of those staff and volunteers alike who work at the shop.

Volunteering at Imago benefits not only the recipients but also the givers. Those who have retired can regain daily structure into their lives and often the opportunity to continue using past skills for good causes and for the young, and sometimes disadvantaged, a point of beginning something new.

~ Danielle

I originally volunteered because I wanted to do something useful and because in my paid jobs, although I teach lots of children, I have very little contact with adults. I really enjoy working in the shop with the other volunteers and, importantly for me, being part of a team. I work with people I might not otherwise have met and interact with lots of members of the public. In short, it helps keep me sane (ish)!! I have also learnt new skills like using the till and card payment system.

I recommend volunteering in the shop to anyone who needs their confidence boosted, would benefit from being part of a team and could do with a laugh and a joke!

~Sarah

London Young Carers



Surrey Docks Farm

Recently we attended Surrey Docks Farm to meet their Young Volunteer Farmers. The day had been put together by other young people at the farm who volunteered their time to give our Young Carers a special day out and a taste of what they could potentially be involved in should they wish to join the Young Carers Club.

The group got to learn more about what happens behind the scenes and got to feed some of the animals. We want to say a massive Thank-you to those who gave up their time on a Saturday to give our young carers a great opportunity.



Volunteering is at the very core of being a human.
No one has made it through life without someone else's help.

—Heather French Henry



The Shard – Duff & Phelps

Thank you to Duff & Phelps, Southwark Young Carers were treated to a behind the scenes tour of The Shard. Each year Duff & Phelps have a volunteering day which gives their staff an opportunity to work with charities within the local community and we were fortunate to be approached with this fantastic opportunity.

It was a great opportunity for our young carers to receive some respite and view their community from another angle, all of the young carers had a great time and some even conquered their fear of heights. The group really enjoyed the visit and the pizza buffet that was provided in the board room on floor 14 of The Shard with impressive views over London.



We are very fortunate to be supported at the Imago Head Office in Tunbridge Wells by a small team of dedicated office volunteers

Janet has supported the Volunteering team for nearly 7 years now, with tasks ranging from taking up references to working on GDPR paperwork her role makes a huge difference.

Carol is a funding whiz and helps groups in west Kent with tailored funding searches with Wendy. They make a great team.

Stephen and Andy come in once a week to help with shopping tasks, helping with the window display in the Book Shop, folding leaflets, laminating and more!

Special thanks also to Tom, our volunteer photographer, who gives his time to take awesome photos at our events.

You're all amazing and much appreciated!



Imago Hub

"The volunteers on the Hub do a variety of tasks to help keep Imago Community running. From Data Entry to Customer Service, our volunteers work really hard to ensure their time is spent doing meaningful tasks.

Emma is our uploading Queen, she knows the ropes and is often called Speedy Gonzalez due to the sheer speed of her uploading, and she has helped us so much especially with ensuring all the vital documents we handle are uploaded to the correct person.

Sufia is our Data Entry Whizz! Helping us with the waves of new GDPR consent forms, Sufia is a valuable addition to the Hub team this year and we are really enjoying her time with us, especially her patience when we ask her to do scanning!

Lucy is our Customer Service Angel, she took to the task of Data Cleansing our Services Database like a real star and not before long, she was not only a pro on the phones but was also a real joy to work with each and every week.

A special mention goes to **Valerie**, who after her volunteering work at Imago, secured a place in permanent employment, she was lovely to work with and we are so happy for her, although we do miss her spirit and smile.

So we would like to wish all our Hub volunteers a BIG THANK YOU, you help keep this machine running and we couldn't do it without you!!"

**Never underestimate your ability to
make someone else's life better -
even if you never know it.
- Greg Louganis**



At East Sussex Young Carers, we're very fortunate to have some fabulous volunteers who give up their time every month to support our Young Carer workshops. Each bring their own skills, experience and enthusiasm to the role, and it's a great to know that they are there making sure every Young Carer gets involved and has a chance to talk to someone.

Every session is different; one month they might be running about in a sports relay, and the next time be chatting one to one with a Young Carer whilst making cakes, so it helps that our volunteers are flexible and are great team members.

So a huge thank you to Mary, Mary, Kim, Pat and Jackie... because you're amazing, just the way you are.

From Sharon, Katie, Ben and Liz

**A Big
THANK
YOU!**

A large, hand-drawn red heart is positioned to the left of the text "THANK YOU!". The heart is drawn with thick, expressive red lines, giving it a personal and heartfelt appearance.



Sophie, Short Breaks youth café volunteer -

“I have spent 2 wonderful years volunteering with Imago. I can’t think of a better way I could have spent my time. The children at Imago are always so friendly. I’m glad I spent time getting to know them and befriend them, as they are some of the loveliest, happiest children I have ever met, they were all so individual and that is what made them so endearing to me.

I started volunteering because I wanted to explore the opportunities open to me, I am already interested in psychology as I’m taking it at University. Imago gave me a chance to experience the kind of work I could be doing the future. It allowed me to see what working with children with special needs would be like. I am very grateful to Ashley and Jo as volunteering with them was a truly great experience that I believe has benefitted me immensely.”

We would like to say a HUGE THANK YOU to all of our Safe Ambassadors who volunteer their time in schools across Kent and Medway to raise awareness of mental health and to prevent youth suicide.

These young people campaign, arrange events, assemblies and workshops to spread the message of wellbeing and also support their peers by signposting them to appropriate support.



Young people are the best advocates for young people so we could not spread this vital message without them!

safe

Why be a volunteer?

It's not for money, it's not for fame.

It's not for any personal gain.

It's just for love of fellowman.

It's just to send a helping hand.

It's just to give a tithe of self.

That's something you can't buy with wealth.

It's not medals won with pride.

It's for that feeling deep inside.

It's that reward down in your heart.

It's that feeling that you've been a part.

Of helping others far and near,

That makes you be a volunteer!

For some people
Volunteering is about giving
But for the likes of you
It is a way of living...
Thank You



If you have been inspired to volunteer or would like to find out more about supporting the work of Imago please do get in touch!

volunteering@imago.community

01892 530330

www.imago.community