

Impact Report

2020 - 2021



Our Story

Sutton Borough Volunteer Bureau has been supporting people and communities within the London Borough of Sutton for over 50 years. In 1995 we became a registered charity with the aim to support those most in need by using the power of volunteers.

Although now we are known as Volunteer Centre Sutton, our main aim remains to utilise people to support community and individuals, those most in need within Sutton, including the delivery of award-winning volunteer led projects. In 2020 we updated our aims and objectives and became a Charitable Incorporated Organisation.

Our Mission

Empower People, Strengthen Community

Our Vision

'Inspiring community' by unlocking potential through the power of volunteers

Our Values

Inspiration, Excellence, Inclusivity

Whether you live, work or study in Sutton, we're the go-to people for local volunteering.

Our Volunteer-Led Projects



Volunteer Administrators & Advisors

We are supported by a wonderful team of volunteers at the centre, helping our reception desk and main telephone switchboard, advising members of the public on volunteering opportunities, supporting residents with form filling and organising group activities.



Helps young people with complex life circumstances achieve their full potential through the support of a volunteer mentor or advocate.

Neighbourhood Volunteers

From responding to Covid-19 to offering pen pal service to an isolated adult, our Neighbourhood Volunteers support the London Borough of Sutton for specific short-term projects that run throughout the year.



Reaches people with additional needs to overcome barriers and enable them to volunteer, and supports organisations to widen their volunteering programmes, providing volunteering opportunities for all.



A friendship and support volunteer service for the elderly and adults with support needs who find themselves feeling isolated or lonely, whether through ill health, lack of mobility or lack of regular contact with family and friends.



Enables better representation of the community's views in the Council's spending through the engagement of volunteer citizen commissioners.



Empowers young people to help shape effective services, policies, learning, and developing activities in priority areas concerning the community.

Our year 2020

2021

March 2020
- April 2021



Volunteer Centre
Sutton

Co-leading Sutton's community
response to Covid-19



750 weekly
shops done for
135 isolated &
vulnerable
residents



5,085 wellbeing phone calls
to isolated & vulnerable
residents to provide food,
medication & other
essential services



391 prescription
medications
delivered to isolated
people at home by
19 volunteers



27,000 Pfizer vaccinations
for Sutton residents at
Nonsuch Manor with **186**
volunteers and **10,524** hours
and **2,067** shifts



6,781 PPE delivered
to **23** GP practices
weekly for **32** weeks
by **31** volunteers



344 volunteers
supported Sutton
Council to deliver
weekly food
boxes to isolated
& vulnerable
residents every
week for **12**
weeks



144 volunteer
supported the Hill
House Voluntary
Sector Hub to
deliver daily
emergency food
boxes to isolated
and vulnerable
residents



Sutton Befrienders

167 adults with 1:1 weekly befriending
support including food & essentials
shopping, and welfare support of
about **6,680** hours



Mentoring, Advocacy
& Peer Support

93 children & young people supported with
1:1 weekly mentoring sessions or **5,580**
hours

154 supported with independent advocacy



3,069
volunteers
registered
461% increase

Our Strategic Goals



People Led

Ensure everything that we do is led by and involves people.

Deliver Innovation

Work with individuals to identify, create and deliver high quality, innovative services to meet their needs.

Share Knowledge

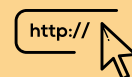
Be known for sharing and building knowledge to individuals and organisations within our borough.

Enable Communities

Through the power of volunteers and services, build and empower communities.

How to find us

Volunteer Centre Sutton
216-220 High Street, Sutton SM1 1NU
020 8661 5900
hello@vcsutton.org.uk



www.vcsutton.org.uk



[@VCSutton1](https://twitter.com/VCSutton1)



[/VolunteerCentreSutton](https://www.facebook.com/VolunteerCentreSutton)



[@volunteeringisutton](https://www.instagram.com/volunteeringisutton)

Covid-19 Response 2020-2021

Since March 2020, Volunteer Centre Sutton has been part of the front line response from the local Voluntary Sector, delivering support services to residents as well as coordinating the volunteer response for Sutton and Covid-19 support, and continuing to deliver our existing projects.

Wellbeing/Support phone calls

We provided **5,085** calls to support residents shielding, vulnerable and those most in need

Hill House Hub

104 volunteer drivers & **40** volunteer packers

Daily emergency food & essentials deliveries from May 2020 to January 2021 to shielding & vulnerable residents

Personal Shoppers

154 Volunteers matched to **135 Residents** with up to weekly shopping for essentials.

We have completed over **750 shopping trips** for local residents



Covid-19 Response 2020-2021



PPE Delivery

6,781 PPE boxes & sanitizers

31 volunteers organised the packing and delivery of PPE to all **23** GP practices in Sutton, every week for **32 weeks**

Prescriptions

391 prescriptions collected from pharmacies and delivered to residents at home by **19** volunteers

Westcroft Food Hub

302 volunteer drivers & **44** volunteer packers

Food boxes delivered weekly for **12 weeks** to shielding & vulnerable residents



Bereavement Peer Support Group



"I feel better for sharing my experiences and thoughts with others who have been through the similar loss of a loved one"

Nonsuch Vaccination Site

16 December 2020 – 23 April 2021

186 volunteers

10,524 hours

2,067 shifts

Helping to provide **27,000** Pfizer vaccinations to local people

On behalf of all Sutton Primary Care Networks, we would like to say a big thank you to all the amazing volunteers.

The brilliant volunteers ensured that everything ran smoothly and efficiently throughout the day. Some of our elderly residents had not left their homes for several months! We received a lot of positive comments from them on how pleasant and welcoming everyone was and how they were treated with kindness, care and compassion.

The way your volunteers looked after everyone on site enabled the doctors, nurses, clinical and admin teams to get on with their roles in the vaccination process. You all did a fine job!



Credit: ©creativecarole.com

 NHS
Sutton

Just want to say thank you for looking after my elderly parents yesterday at Nonsuch Mansion. Absolutely great and they were emotional at how lovely and professional you all are ... thank you

I was SO impressed by the volunteers at Nonsuch Vaccination Hub yesterday. It was snowing and freezing cold, but we were greeted cheerfully and the instructions were clear and helpful.

Thank you so much for the call. I have stage 4 cancer but I've just heard from the hospital that my cancer is stable and its lovely to be able to share the news with someone

The power of volunteering supporting those most in need in our community

My shopper is a lovely girl, and I don't know what my wife and I would do without her help as we are worried to get out until the locked down is fully lifted.


I do appreciate your help, as I have trouble with walking and having to get 3 buses to the pharmacy, it takes the worry out of who will collect my prescription. Thank you so much to all the volunteers, what would we do without your help?

"Thank you ever so much for helping my mum with emergency shopping it is very much appreciated! Thank you so much for your support."

Inspiring Volunteering

We help people find a volunteering role that's right for them, whatever their interests and skills, and whether they have just a couple of hours to spare or want to make a regular commitment. We support volunteers, as well as organisations working with volunteers, to make their volunteering experience the best it can possibly be.

3,069 volunteers registered with us this year  **461%**

1,443 subscribers to our monthly volunteering newsletter  **268%**



"Volunteering is not just for Covid. It's beyond that and it's certainly something I want to continue"

Peter Jemson, winner of the Outstanding Volunteer award at the 2020 Sutton Community Awards



"This lockdown has given me the time, and renewed energy to help those in need."

Katie Nixon, Personal Shopping Volunteer



Supporting Organisations

Ensuring that volunteers get as much out of their volunteering experience as the people they will be helping starts with best practice in volunteer management.

The team at Volunteer Centre Sutton can help new or established charities or voluntary organisations develop a strong volunteer management strategy, that increases volunteer engagement, improves retention rates, and ensures constant quality throughout.

We also have a powerful social media presence to support organisations to recruit volunteers.

1,738

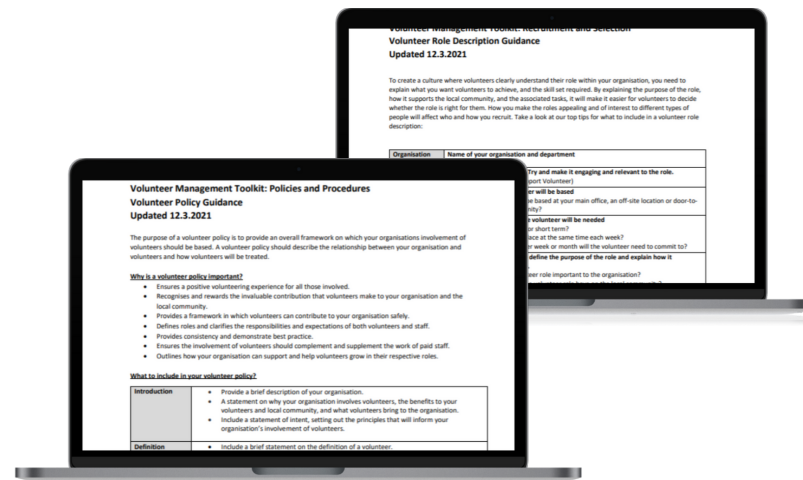
volunteers matched to Sutton organisations

84.1K

Facebook reach 2020-2021

328.3K

Twitter impressions 2020-2021



NEW

**Volunteer
Management
Toolkit - Everything
you need to attract,
manage and retain
volunteers**



opendoors@vcsutton.org.uk

The Open Doors project has been developed to help hard to reach groups and people with additional needs to overcome barriers to volunteering and be able to volunteer. The project also supports and trains organisations to widen their volunteering programmes, providing volunteering opportunities for all.

Due to the government restrictions during the Covid-19 pandemic this year, many organisations were unable to provide volunteering opportunities. We worked with 15 new organisations, including small groups, to enable them to understand best practice and include volunteers with additional needs. We are also in the process of developing a volunteer management toolkit based on Open Doors learnings, designed specifically around practical solutions to help organisations to provide meaningful and fulfilling roles to volunteers with additional needs.

70 volunteers supported

15 new organisations in our network

2020=2021 partnerships include:



Max is a student at Orchard Hill College. He has recently started work experience litter picking in Grove Park. He has really enjoyed it and enjoys working outside. He is developing his work skills while he is at College and has said he would like to carry on litter picking when he leaves. When asked if he enjoyed litter picking, Max has "Good!" and gave a big thumbs up. Well done Max!



MAPS mentoring is an award-winning mentoring programme supporting children and young people to achieve their full potential through the support of a one-to-one adult volunteer mentor.

The mentoring relationship provides our mentees with a safe space to unpack life and have their voice heard, giving them an opportunity to talk about issues that may be affecting them, whether with low self-esteem or poor mental health, or with challenging family situations.

We work closely with a wide network of social workers, healthcare workers and education professionals to ensure that our programme capacity meets the needs of Sutton's young population.

All MAPS work is evaluated by using the 40 Developmental Assets Framework, which identifies a set of skills, experiences, relationships, and behaviours that enable young people to develop into successful and contributing adults.

5,580 mentoring hours in 2020-2021

93 children and young people supported with 1:1 mentoring

71 new mentors recruited and trained

Mentoring has helped me express myself better. I used to get moody if something didn't go my way now I don't. I am a better person at home and school and I haven't been excluded since the summer.

The whole family has seen a positive change. He is more able to talk about his feelings and is beginning to control his anger in an appropriate way. His relationship with everyone in the family has improved dramatically



a project from



MAPS mentoring is an award-winning mentoring programme supporting **children and young people** to achieve their full potential through the support of a **1:1 adult volunteer mentor**

In **2020-2021** we supported

93

children and young people with **1:1 weekly mentoring** which equates to

5,580 hours

Why mentoring?



Increased sense of **identity**

Improved **relationships**

Reduced **isolation**

Increased **self-confidence** and **self-esteem**

Improved **commitment to learning**

Empowering appropriate **decision making** and **building skills** and strategy

54% have a parent with **mental health** issues

54% have a parent with **substance or alcohol abuse**

56% have a family **domestic violence** experience

26% have **substance or alcohol misuse**

34% have **self-harmed**

29% are **young carers**

23% have had **sexual exploitation**

22% are **likely to become NEET** (Not in employment, education or training)



advocacy@vcsutton.org.uk

MAPS Advocacy is a specialist service delivered on behalf of London Borough of Sutton in partnership with Advocacy for All.

MAPS Advocacy is about helping children and young people to speak out about what is important to them.

MAPS Advocates are independent adults who support looked after children, care leavers and children on a child protection plan, helping them have their opinions and views heard by the people that make decisions about them, so that they are fully involved in decisions about their lives.

Advocates represent the views of children and young people in meetings where decisions are made about them. They also help children and young people to understand their rights, and understand the process that is happening.



154 young people supported with independent advocacy since June 2020

Thanks so much, this is very powerful. I am proposing on this occasion to begin with the child's views and worries, as I find them so compelling. Thanks for all you and your team do.

**A Child Protection Conference Chair,
after receiving the Advocate's report**



Sutton Befrienders

a project from



Volunteer Centre
Sutton

befriending@vcsutton.org.uk

 /SuttonBefrienders

Sutton Befrienders is a volunteering project which aims to reduce social isolation and loneliness for people living in the London Borough of Sutton.

We work with adults of all ages who have found themselves lonely or isolated, whether through ill health, lack of mobility or lack of regular contact with family and friends.

The Jo Cox Commission on Loneliness found that more than 9 million people always or often feel lonely and that around 200,000 older people have not had a conversation with a friend or relative in more than a month.

We recruit and train volunteer befrienders to build meaningful relationships so that the adults they support feel less lonely, less isolated and better connected in their community.

6,680 befriending hours in 2020-2021

167 adults supported with 1:1 weekly befriending

119 adults supported through group activities

66 new befrienders recruited and trained

I really enjoying talking to someone. It helps my memory and lifts my mood. It improves my day

Knowing that the befriender is for 'me'. Overall, I do feel better, having someone to listen to me, come to visit me and care, really care about me.

Sutton Befrienders works with the **elderly** and **adults with care and support needs** who have found themselves lonely or isolated



a project from



There are **9 million lonely people in the UK*** and loneliness is one of the **largest health concerns** we have



Loneliness, living alone and **poor social connections** are as **bad for your health** as smoking 15 cigarettes a day*

We recruit and train **volunteer befrienders** to build **meaningful relationships**



so that the adults they support feel **less lonely, less isolated** and **better connected** in their community

In **2020-2021** we supported

167

adults with **1:1 weekly befriending** which equates to

6,680 hours



During the pandemic, we've supported clients with **wellbeing phone calls**, and **food, medication & other essential services**



In **2020-2021** we also supported **119** people through our groups & activities



90%

of our **service users** said that being involved with Sutton Befrienders has had **a great deal or a lot of impact on them**



75%

of our **service users** said that having a befriender made them feel part of a **caring community**



91%

of our **volunteers** said that volunteering makes them feel happy



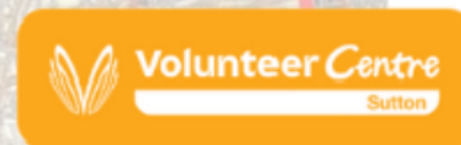
* source: www.campaigntoendloneliness.org/the-facts-on-loneliness/



Working in Partnership

Partnership work has developed and grown in 2020 - 2021 as a result of our links across the borough and during the Covid pandemic.

Looking out for each other in Sutton: ongoing Covid-19 support from the Voluntary and Community Sector



Thank you to all our 2020-2021 funders



**The London
Community
Foundation**

SUPPORTED BY
MAYOR OF LONDON



Thank you to all our staff and volunteers

and thank you to all the businesses and residents in Sutton who have donated or supported us this year!



Thank you Earleen Taylor & 



Darren Jeffries
Store Manager,
Oldfields Branch



Thank you Jayson Webb
of Telsa Media!

Thank you to
Conal & staff at
The Dukes Head
Wallington for
donating
freshly
prepared ready
meals for our
Hill House Hub



A HUGE thank
you to...

**METRO
BANK
SUTTON**
for supplying
us with pens!



Thank you
Bob Watson
& Sutton MPS
Youth
Engagement
Team!



"Thank you! I will take
good care of it and it is the
nicest thing that anyone
has done recently!"



COVID-19 Appeal

This week we need:

- small chocolate bars/treats
- crisps
- biscuits
- microwave desserts/custards
- toiletries e.g. soap, shower gel, toothpaste
- baby bath/baby shampoo
- washing up liquid
- cleaning powder/liquid
- cleaning/disinfectant wipes

Please take to:

SM1: Metro Bank Sutton
(M-F 10am - 4pm)

SM4: Hill House,
Bishopsford Road SM4
6BL (M-F 2pm - 6pm)

SM6: Duke's Head,
Wallington Green (M
12pm - 3pm)

This appeal is run by Sutton Giving, as a partnership initiative for the Sutton Voluntary and Community Sector.
Sutton Giving is a registered charity number 1003129

Disposable gloves & masks
urgently needed - can you help?



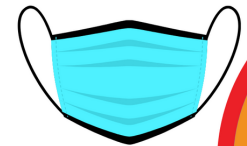
If you can donate
these items to us,
please drop them off
at Metro Bank Sutton



Monday - Friday
10am - 4pm

Our staff and volunteers are delivering food and medicines to extremely vulnerable people in Sutton. We need disposable gloves and masks in order to protect them from virus contamination.

Thank you to Ray and Candy for
donating 1,000 disposable masks
for our volunteers at the start of
the pandemic when PPE was in
very short supply!



Christmas Hampers for our Sutton Befrienders clients

Rotary Club of Sutton Nonsuch

Thank you to Venu Sood, the Sutton
C19 Community Kitchen &
Greenshaw High School

for
donating
freshly
prepared
ready
meals



A HUGE thank you to the

Rotary Club of Sutton Nonsuch

for generously
lending us
your gazebo!



Thank you so many Sutton
residents who donated pet food
for our Hill House Hub



Thank you to Kate Collings and Jane
Little who both donated microwaves to
residents so that they could cook our Hill
House Hub freshly prepared ready meals

