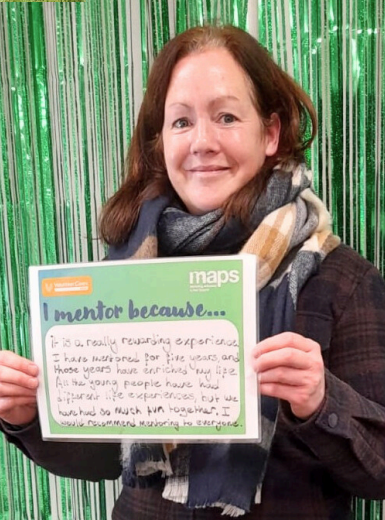


# Building better lives through volunteering



Impact Report  
2023 - 2024



Volunteer Centre  
Sutton

Registered charity: 1048978



# A message from our CEO



**Anita Maullin**  
CEO, Volunteer Centre Sutton

I am immensely proud to share our Impact Report for 2023-24. Our dedicated staff, volunteers and trustees have worked tirelessly throughout the year, resulting in remarkable outcomes and achievements. Strategically, as a team we reviewed and agreed our new vision "Building better lives through volunteering".

This year, Volunteer Centre Sutton staff and volunteers supported a total of 8,888 clients and participants across all our projects. To further extend our reach and impact, we have expanded into new areas of work through our Community Support team. In total, across adult, community and youth services, we have 705 active volunteers who contributed an astounding 35,808 hours of service.

Across Sutton, we have nearly 4,000 people registered with us to find local volunteering opportunities. Whether someone is volunteering with one of our own projects or with one (or more!) of the 750 organisations we work with, together we are building better lives through volunteering.

I extend my deepest thanks to everyone who has contributed to these achievements, and I look forward to continuing our journey of making a difference together.

**Building better lives through volunteering**

## Volunteer Centre Sutton

Volunteer Centre Sutton is excited to unveil our new vision, shaped by the insights gained from our review of our Vision, Mission, and Values during 2023.

Our Vision:  
**Building better lives through volunteering**

Our Mission:  
**Harnessing the power of volunteering to strengthen communities and create positive change.**

Our Values:

**Inclusivity -**  
Ensuring volunteering is open to everyone!

**Agility -**  
Responding to community need!

**Supporting Change -**  
Improving the community we live in!



**Volunteer Centre**  
Sutton

# 2023-2024: Our Year at a Glance

This year we connected with over **750** organisations working with volunteers.

We have **3,398** residents registered to find volunteering opportunities.

Over **4,000** residents receive our monthly volunteering opportunities newsletter.



Chosen as one of the Mayor of Sutton's Charities 2023-24!



Easter Egg Hunt



Gala Dinner



Santa's Sleigh



Ukrainian Christmas (December 2023)



Over **2,000 people** attended the Lunar New Year Festival (February 2024)



Over **80 young people** attended the Sutton Youth Summit (November 2023)

We have engaged with **8,888** clients and participants.

We work with **705** volunteers across all our projects.

Our volunteers have given **35,808** hours.

We have delivered **1,313** events and activities.

and we launched 5 NEW projects!

# Supporting Organisations Working With Volunteers

At the heart of our work as a Volunteer Centre, we provide a dedicated service to any organisation working with volunteers, advising them on all aspects of volunteer recruitment, retention, management and best practice.

**750 organisations** working with volunteers registered to **promote** their volunteering opportunities through us

**One-to-one support** provided to **418 organisations** working with volunteers

Engaged **36 NEW organisations** working with volunteers

**“Volunteer Centre Sutton is our first port of call when it comes to recruiting volunteers. They’ve enabled us to diversify our volunteer cohort including working with Hong Kongers and Ukrainians and their campaigns such as Volunteer Stories of the month and Joyful January have been key at helping us get roles filled quickly and with the right people.”**

Ginny Toubal, Volunteer Services Lead - Hospice, St Raphael's Hospice

**“I have two excellent volunteers who are going to continue volunteering this year from the promotion last year, so thank you.”**

Mary Buckton, Biodiversity Education Officer, London Borough of Sutton



**10 sessions of the Sutton Volunteer Coordinators' Network**

**“The talks have been so wide-ranging, interesting and useful.”**

Peter Struik, Chair of Sutton Soup and Friends of Sutton Green

We are the first port of call for local people who are interested in volunteering, showcasing the full range of opportunities in the London Borough of Sutton.

**3,398 people** are registered on Simply Connect, our volunteering opportunities database

**20 newsletters** promoting volunteering opportunities sent to over **4,000 people**

Re-launch of our **Volunteer Advisor service** which to date has supported **124 people** with one-to-one volunteer advice sessions



# Supporting Communities

We run several projects designed to welcome and support newly arrived residents in Sutton, including Integrating Sutton (funded by the Department for Levelling Up, Housing and Communities), and the Ukraine and Afghan community (both funded by Sutton Council).

## Ukraine Support

Over 250 Ukrainians supported

45 sessions of the Saturday morning Ukraine Children's Cultural Group (ages 5-12) with an average weekly attendance of 50 children

100 children and young people supported via the Ukraine Children's Cultural Group, holiday club and teenagers' social club



80 sessions providing group "counselling" support for adults with an average attendance of 15 adults

69 sessions providing wellbeing activities for adults, from art and craft, choir, yoga and walking groups



**"This warm and welcoming space is so beneficial for the whole Ukrainian community and it contributes a lot for mental health and overall wellbeing."**

A voice from the Ukrainian community in Sutton

**"Thank you again for all the hard work you do to support us as a project to respond to the community needs and all the support you provide to the refugees."**

Adelina Toplica-Badivuku,  
Refugee Resettlement Lead, Sutton Council

**NEW**

## Afghanistan Support

13 support sessions delivered on topics including housing, health and employment



## Integrating Sutton (Hong Kong) Support

Over 800 Hong Kongers supported through

- being matched with a volunteer Buddy
- Information sessions and workshops
- Activities and outings
- Celebrations

4 "Welcome to the UK" courses attended by 130 Hong Kongers

127 Hong Kongers introduced to local volunteering roles



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Sutton

**NEW**

## Health Navigators

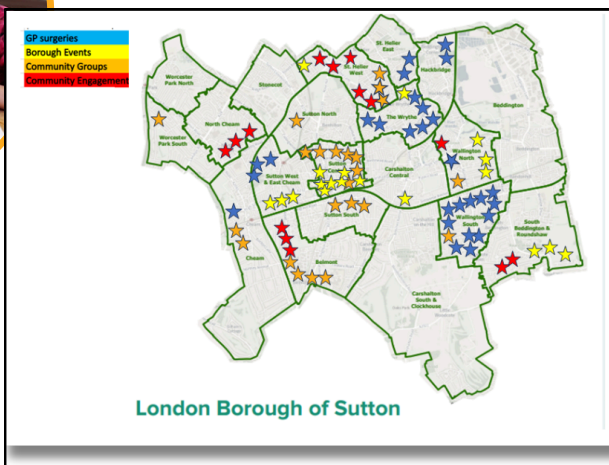
Our Health Navigators conduct free health and wellbeing checks for residents and ensure that everyone has access to vital health information. This project is run in partnership with NHS South West London Integrated Care System.



Residents can come along to a session and have various health checks done including BMI and blood pressure. Our Health Navigators also share information about healthcare services and using the NHS app.



**1,564** health and wellness checks delivered by **57** volunteers at **87** events

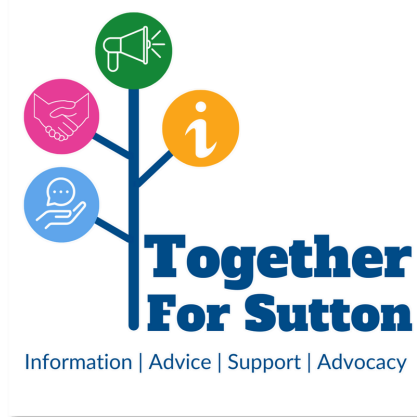


**NEW**

## Benefits Form Filling

Launched in July 2023, our Benefits Form Filling project runs in partnership with Together for Sutton.

Residents are referred to us to meet with a trained volunteer, to help them complete vital benefits forms to access financial support.



**107** one-to-one sessions supporting residents with completing benefits forms

**"Just wanted to say thank you so much for your support in completing the DLA and I am pleased to let you know that I have been offered the enhanced rate. Thanks again you guys do an amazing job and makes a difference in people's lives. God bless you all."** Benefits Form Filling client



**NEW**

## Community Volunteer Squad

Launched in June 2023, the Community Volunteer Squad is a project that connects local volunteers with residents in need to perform basic, one-off 'helpful tasks'. All residents' referrals come via agencies including the Together for Sutton partnership, Home-Start Sutton and Sutton Women's Centre.

**112 tasks completed**



**113 volunteers**

**"It is an absolutely fantastic service offering such valuable support to those in need, Thanks so much for your support."**

Rachel Jenkins,  
Sutton Primary Care Networks



**"Your volunteers worked so hard and put in so much effort to clear the garden so that my little boy can play in it safely. I am so grateful I can't express in words enough."** Client



**NEW**

## Sutton Emergency Response Volunteers



The Sutton Emergency Response Volunteers are a group of residents who have undergone training to equip them with the skills to provide vital support during major incidents. Once trained, residents are added to a call-up register, ready to be mobilised when our borough faces a major emergency.

Volunteers work hand in hand with local emergency services, offering both practical and emotional assistance to residents.

**126 residents trained and signed up**



**Volunteer Centre**  
Sutton





# Sutton Befrienders

## Sutton Befrienders

Sutton Befrienders aims to reduce social isolation and loneliness for people living in the London Borough of Sutton. As well as providing one-to-one support, we run a wide range of groups and activities.

**121** Befriending Volunteers supported **325** clients

**99** isolated adults with care needs received over **9,000** hours of support, with weekly face to face home visits

**83%** of clients report being involved with Sutton Befrienders has made them feel more socially connected

**98%** of Clients and Volunteers feel being involved with Sutton Befrienders has had a positive impact on them



**"It makes me happy to contribute something good for the community."**  
Elisabete, Sutton Befrienders volunteer (left) with Pat



**Weekly Walking Groups & Monthly Walk Outings**

**226** people attended one of our **259** groups and activities



**Walking Tennis**

**86%** of our group befriending clients we support reported having increased confidence and self-esteem

**"It's great fun in good company. I always feel uplifted."**  
Jack, Sutton Befrienders Men's Group attendee



**Monthly Men's Group**



**Music & Movement**

**"It's been so much fun. I've been on my own for 10 years and it's been lovely to meet new people."**  
Jane, Sutton Befrienders Music & Movement attendee



# maps MAPS Mentoring

Mentoring, Advocacy & Peer Support

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

**155** children and young people supported through weekly one-to-one Mentoring which equates to **14,880** hours



## 2023-2024 Cohort:

- **56%** had a parent with **mental health** issues
- **25%** had a parent with **substance/alcohol misuse**
- **26%** had a family member with a **disability**
- **8%** of the young people have a **substance/alcohol misuse**
- **34%** of the young people have **self-harmed**
- **40%** of the young people have experienced **domestic abuse**
- **30%** of the young people are **young carers**
- **43%** of the young people have a **disability**



## after Mentoring:

- Improved emotional literacy **79.5%**
- Improved relationships **76.5%**
- Less risky behaviours/better decision-making **81.1%**
- Increased adaptability to change **70.8%**
- More able to communicate **73.7%**
- Increased confidence and self-worth **74.4%**
- More resilient and determined **83.3%**
- Increased engagement with EET (Education, Employment, Training) **76.7%**

## NEW OUTCOMES FRAMEWORK 2.0



**90%** of our young people who self-harm saw a reduction in their self-harm

**81%** of our young people with anti-social behaviour saw a reduction

**95.8%** of young people likely to become NEET\* did not become NEET\*

**95.8%** of young people showed growth or maintained levels against... (Resilience and Determination)

*"I take responsibility for my own life"*

**90.3%** of young people showed growth or maintained levels against... (Managing Feelings)

*"I am able to understand my own emotions"*

**"I like spending time with my mentor. She helps me with my English and she makes me happy."**  
Ukrainian young person supported through MAPS Mentoring



**"I was nervous, but after the first circuit I thought I've got a handle on this now and then loved it."**

Young person supported through MAPS Mentoring



Advocacy is about supporting people to have their voices heard. For MAPS Advocacy this means empowering children and young people who are Children in Care, Care Leavers or children involved in child protection proceedings.

The MAPS Advocacy service is a delivery partner of Together for Sutton and Advocacy for All.



**166 children and young people** received individual Advocacy to support them to have their voices heard

**Sam**, a care experienced 17 year-old, was **facing homelessness**, having spent a while sofa surfing at friends' houses. She had been declined Care Leaver's support by the local authority.

With the support of her Advocate, Sam was able to **secure a Care Leaver's support package**, providing Sam with a **secure home** and a **personal advisor to support** with taking the next steps into early adulthood.



## Family Hubs

The aim of Family Hubs is to provide earlier and more joined up support for children, young people and families.

Volunteering is one of the four key parts to the Family Hub model, and Volunteer Centre Sutton is part of a partnership developing Family Hubs for Sutton, as part of Sutton Council's "Helping Early" strategy.

Volunteer Centre Sutton devised and delivered training to Family Hub staff to enable them to recruit, train and retain parent volunteers:

**8 volunteers** working in Children's Centres

**1 parent/carer representative** attending the Children's Delivery Board and Family Hub partnership meetings



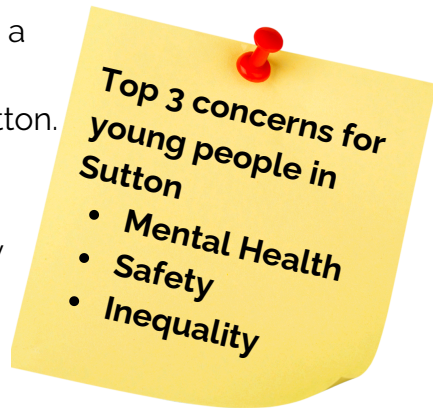
**11 Parent Group Leaders** who have received extensive training to deliver parenting programmes



# Youth Participation and Engagement

We are working to develop and deliver a youth participation and engagement strategy for the London Borough of Sutton.

Through this work, children and young people have created their own delivery plan, focussing on 3 key areas of concern: mental health, safety and inequality.



- 2023-24:**
- Sutton Youth Board 4x a year
  - Sutton Youth Summit, attended by over 80 young people
  - Presentation by 3 young people to the Sutton (LSCP) Local Safeguarding Children Partnership
  - Joint Sutton School Councils Meeting
  - Youtube livestream on Council Tax with the Leader of Sutton Council



**29 young people aged 12-18** from different backgrounds and different schools across the borough

As part of this work, Volunteer Centre Sutton also facilitates the Young Commissioners. What makes the Young Commissioners special is that they are led by young people, made by young people, for young people.

**This year the Young Commissioners:**

- Organised the **Sutton Youth Summit**
- Carried out a **Cost of Living crisis survey**
- Had a Q&A with **Paul Scully MP**
- Presented to **Sutton Neighbourhood Watch**
- Helped run our stall at the **Carshalton EcoFair**
- Visited the **Mayor of Sutton's parlour**
- Taking part in the **Jack Petchey Achievement Award Scheme**

AND raised **£647.49** at the Easter Egg Hunt fundraiser in aid of the **Mayor of Sutton's Charities!**



# Thank you to all our 2023-2024 funders and partners



Community Action Sutton  
Building Stronger Communities



Information | Advice | Support | Advocacy



founded in 1628

SUPPORTED BY

MAYOR OF LONDON



Department for Levelling Up,  
Housing & Communities



# Thank you to all the businesses and residents in Sutton who have donated, fundraised or supported us this year!



Serpentine 16 Sept 2023-61  
Woodfenden  
Clem, Carol, Jo and Abi  
Serpentine Swim

Hayley and Jenny  
Hampton Court Half Marathon



Volunteer Centre  
Sutton

## Get in touch!

Call us on 020 8661 5900  
Monday to Friday 9.30am to 4.30pm

[hello@vcsutton.org.uk](mailto:hello@vcsutton.org.uk)

[www.vcsutton.org.uk](http://www.vcsutton.org.uk)

SCAN ME



Sign up to our  
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Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau -  
Company type: Charitable Incorporated Organisation - Company number: CEO19319 - Charity number: 1048978



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