

Volunteer News

The Newsletter for our Volunteers who support unpaid family and friend carers



charity registration number 1085491

August 2019
Issue 1

In this issue you can find out about dates for training and support meetings for volunteers. You will find information to support you in your volunteer role. We hope you enjoy the spotlight on specific volunteer roles and news from different volunteer areas.

Our Volunteer Service covers many areas including: administrative roles in Borehamwood and Hertford, Ambassadors, bereavement support, young carers, fundraising, mentoring, running Hub groups, Keep in Touch Service, Carers' Passport Callback Team, reception roles, and support at events.

Please get in touch if there is something you would like to see in a future newsletter or if you have anything you would like to contribute.

If you are interested in our current vacancies please contact us or visit the [Volunteers Vacancies](#) page on our website.

For details of latest hub speakers please visit our [Carer Support Hubs](#) web page.

Call: 01992 58 69 69

Email:

volunteer@carersinherts.org.uk

Visit: www.carersinherts.org.uk

Carers in Hertfordshire,
119 Fore Street, Hertford, SG14 1AX.

Making carers count

Welcome

Welcome to the first edition of 'Volunteer News', the newsletter for all volunteers helping Carers in Hertfordshire to support unpaid family and friend carers in their local community. Since April 1st 2019 the Volunteer Service has been funded by a three-year grant from the National Lottery Community Fund.

Thanks to this funding we plan to give you more opportunities to develop your confidence, wellbeing and skills. We hope that through this support you will be able to help carers feel more resilient, confident and knowledgeable and less isolated.

Our team supporting volunteers (*pictured below*) are: Alex Daar - Volunteer Manager and Mentoring Coordinator; Amanda Feron and Nicki Bird - Hub Volunteer Coordinators; Jules Josephs - Mentoring Coordinator; and Julie Hayes - Volunteer Coordinator.



Our work is wonderfully supported in the office by volunteers Amanda Preedy and Tracy Rollinson. We are all looking forward to working with you over the next three years.

We would love to hear your ideas about this newsletter and any aspect of volunteering for Carers in Hertfordshire. You can easily get in touch with us by emailing volunteer@carersinherts.org.uk or calling the office on 01992 58 69 69.



Volunteer Admin Updates

We have a new timesheet for you to use to record the hours you volunteer with us. If you receive this newsletter by post we will enclose a copy or contact us.

When you complete timesheets we collect the data and use it to show our funders how much volunteers contribute to improving the lives of carers.

We have a budget for travel expenses for volunteers which we have backed onto the timesheets. If you do not wish to claim travel expenses you can "gift aid" your travel costs to us which brings in additional income to the charity. Please ask a member of the Volunteer Team how. You can send an email to volunteer@carersinherts.org.uk or call 01992 58 69 69.

Spotlight on Volunteer Mick Barnett and his many roles with us

Mick has been volunteering for our charity since taking early retirement in 2015. Here he shares his story and experience of being a Carers in Hertfordshire volunteer.

"I was familiar with Carer in Hertfordshire's work and liked what they do. I also knew quite a few of the people and had worked with Judith Kitch, who leads the Carer Trainer Unit before so I wasn't worried by the thought of going into a new environment. As it turned out, everyone in the office was very friendly and helpful.

My main role is to provide admin support for the Carer Trainer Unit. I see my role as doing as much of the routine administration work as possible (and there's a lot of it) as this then allows Judith to use her valuable time to liaise with the commissioners and Carer Trainers as well as seeking new commissioners, which she would find difficult if she had to also do all the admin tasks as well.

In my three years of volunteering, I've also attended the Young Carers' Conference a couple of times and at the first one I attended, held at Watford FC's ground, I was persuaded to dress up as the Watford mascot Harry the Hornet, which was great fun!

One of my jobs with a previous employer was to arrange meetings and take the notes, which I also typed up. When I made this known, I was asked if I could attend some meetings to take notes, which also meant typing them up afterwards. Although I was very rusty, I agreed to give it a try and it wasn't as difficult as I thought it would be and so I'm still doing it - attending six meetings a year. I see this as using my skills to do a task which releases others to do more important things for the benefit of carers.

All charities do good and worthwhile work, but I've seen how frustrating it can be when people are prevented from doing good work by having to be stuck behind a desk doing paperwork. My hope is that by doing some of that work for them, they can then go out and help even more people."

If you are interested in a role like Mick's contact one of the Volunteer Team.



Carers and volunteers get creative at Watford Hub

Carers and volunteers at our Watford Carers Support Hub enjoyed an art activity on Monday 12th August making paintings using stencils. Carer Margo said: "It was an enjoyable session and nice to do something different and switch off for a little while."

You can find out about what's coming up at some of our Hubs on the back page or the Hubs page of our website at www.carersinherts.org.uk. We are looking for Leaders for some of our Hubs and would welcome volunteers to help, please contact us on 01992 58 69 69 or email volunteer@carersinherts.org.uk



Join us at our Volunteer training and meetings

If you would like to attend any of the following meetings or training dates please book a space by email volunteer@carersinherts.org.uk or phone 01992 58 69 69.

Date and Time	Venue	Description
Thursday 5 th September 2019 10am - 12pm noon.	Our Hertford office.	Excel Level 2 • Formulas, sorting, new window. • Filters, look up, hide, static cell ref. • Protect cells/workbook.
Wednesday 11th September 2019 10am - 1.30pm.	Allum Hall and Manor House, Borehamwood.	Volunteer Network Meeting Information, training, development and lunch.
Wednesday 11th September 1.30pm - 3pm.	Allum Hall and Manor House, Borehamwood.	Mentor Training and Support Meeting - for mentors only.
Monday 14 th October and Thursday 19 th December 10am - 1pm.	Our Borehamwood office in October and the Hertford office in December 2019.	• Safeguarding • Awareness of adult and children safeguarding. • Safeguarding law and policies. • Procedures / actions to be taken.
Wednesdays 16th, 23rd October and 6th, 13th, 20th, 27th November 2019 6.45pm - 9.15pm.	Tesco (Community Room), Oldings Corner, Hatfield.	Training for new Mentor Volunteers.
Thursday 17th October 2019 19.30am-21.00pm	Sele, Hertford	Support Meeting Bereavement Volunteers only.
Tuesday 19 th November 10am - 1pm.	Birchwood Leisure Centre, Hatfield.	Mentor Training and Support Meeting - for mentors only.
Tuesday 3rd December 2019 10am-1pm.	Our Borehamwood office.	Domestic Violence • Awareness of domestic violence and the law. • Carers in Hertfordshire policies and procedures.
Thursday 12th December 10.30am - 12.30pm.	Hatfield (venue to be confirmed).	Volunteer Network Meeting – Information, training and development.

Don't forget our Annual Event for Carers

Wednesday 25th September 2019, 10am - 4pm.

The Fielder Centre, Hatfield Avenue, Hatfield, AL10 9TP.

Unpaid carer can join us at the event to:

- Get information and advice from us and other organisations that support carers.
- Hear from speakers from Carers UK and the NHS about what is happening nationally and locally regarding caring.
- Help shape our plans for the future.



Places are limited and must be booked. Carers can book by calling 01992 58 69 69, emailing us at contact@carersinherts.org.uk or online via our events page.

Diary Dates

Below is a selection of some of the topics and guest speakers at upcoming Hubs. You are welcome to visit any Hub. Please ask a member of the Team for address details and for updates nearer the date of session.

Chorleywood Hub: Monday 16th September, 10.30am-12.30pm:

'Caring for the Carers' - A session on emotional wellbeing and mental health, by Hertfordshire Partnership University NHS Foundation Trust (HPFT).

Harpenden Hub: Thursday 17th October, 10am - 12pm noon.

Money Advice for Carers by Hertfordshire County Council's Money Advice Unit.

Royston Hub: Thursday 7th November, 10.30am- 12.30pm

Avoiding the risk of falls delivered by Carers in Hertfordshire.

Borehamwood: Thursday 14th November, 10am - 12pm noon. A gardening talk by Anne Luder.

Berkhamstead Hub: Tuesday 12th November, 10.30am - 12.15pm.

Avoiding the Risk of Sepsis by a Specialist Nurse.

Potters Bar Hub: Wednesday 27th November 2019, 10.30am - 12.30pm.

Meditation and Mindfulness.

We regularly update our website with details of speakers and activities taking place at our Hubs. Visit the **Hubs page** on our website.

Learning events

Volunteers are welcome to join the any of our learning events.

To book a place or learn more:

☎ **01992 58 69 69**

@ contact@carersinherts.org.uk

🌐: www.carersinherts.org.uk/events

(The course list on our website is updated regularly).

Volunteers and staff have fun raising money and awareness at a Teddy Bears Picnic!

Carers in Hertfordshire has been fortunate to have been chosen as one of the charities being supported by the 2019/20 Mayor of Hertford, Councillor Rosemary Bolton.

One of the early events was a Teddy Bear's Picnic at Hertford Castle in July. A team of staff and volunteers was at the event

raising awareness and manning a fundraising stand with a teddy tombola.



Other events coming up are a Heritage Day at Hertford Castle on Sunday 15th September 2019 and a Beer and World Food Festival on Sunday 13th October 2019.

If you would like to help out at any of these events or future activities like them please contact the Volunteer Team and ask for the list of events.

Could you help support older people in Borehamwood

We run a lunch club in Borehamwood (Monday to Friday) with the aim of improving the mental and physical wellbeing of its users, many of whom would otherwise be alone all day.

We need volunteers to help out at the club doing duties such as helping in the kitchen, assisting with lunch and activities, and tidying at the end of the day.

If you are friendly, outgoing and caring and can spare a regular number of hours each week please contact the Volunteer Team. We can arrange for you to visit the club to see if it is something that might appeal to you.

Places available at evening Volunteer Mentor Training

If you care for someone you will know how exhausting and difficult it can be sometimes. Could you provide a listening ear and help other carers explore their options and offer support without judging them?

If this sounds like you and you can spare some time each week or fortnight for up to six months to talk with another carer on the telephone or over a drink to we would like to talk to you.

Our next training course for new Mentors is taking place in Hatfield and starts on Wednesday 16th October 2019 at 6.45pm for six weeks (more details on page 3).