



# Newham's Volunteers

Newsletter edition 7: January 2016



Dear volunteers,

Welcome to your volunteers newsletter.

Happy New Year! With Christmas celebrations over, now is the time to make your New Year's resolutions - and I'm pretty sure we've all made some. Whether it's to get healthier, try something new or help someone less fortunate - why not make your New year's resolution this year to join activeNewham by doing more volunteering, join one of our gyms or get involved in our parks open spaces and sports programmes

**We have a wealth of opportunities for you. Make sure you take full advantage of them.**

2015 was a fantastic year for volunteering and we ended the year on a real high helping Newham Council to deliver 3000+ hampers to elderly isolated residents. We worked across the borough supporting the Neighborhood Teams with their local tea parties and delivering the hampers. Well done to everyone involved!

Moving on, here are some 2015 stats:

- Over 600 new volunteers volunteered for the first time in 2015.
- Over 200 volunteer opportunities were offered both across Newham and outside of Newham.
- Around 25,000 hours of volunteering in 2015.
- 8 volunteers secured external employment.
- 6 volunteers are now working with activeNewham.

As always, a big thank you to you all for your achievements and we will continue to secure and deliver the best possible events and opportunities. Don't forget to let us know how you get on with your roles – each time you volunteer send us your feedback.

Here are some people I would like to thank and congratulate!

1. Volunteers supporting activeNewham.
2. The steering group for their continued support and for some amazing new ideas.
3. Those supporting the events locally and outside of Newham, libraries, school reading, Tea Dance, customer surveys, befrienders and everyone who has volunteered!
4. The Volunteers Team, Liz, Ali, Kolsuma & Hannah.

Please continue to read your messages and communications and don't miss out on some great opportunities. Send us your ideas and aspirations for volunteering and also please send in some of your pictures while you're on volunteering duty! You never know, we may use your picture in the next edition.

Please keep in touch.

**Happy Reading!**  
**The Volunteers Team**

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## ARE YOU WORRIED ABOUT THE COST OF YOUR HEATING BILL THIS WINTER?

Why not speak to 'Your Energy Champion'.



Do you want to know how you can save costs on your energy bills? Do you know of a vulnerable person who could benefit from some energy saving advice? If so, speak to one of our YES (Your Energy Saving) Champions.

It's around this time of the year where energy bills become really expensive especially trying to keep our homes warm during the winter. Energy costs shoot right up and many people don't realise that there are cheaper tariffs available or those who do are too scared to switch their provider.

This is an ideal opportunity for you to speak to one of the Champions who can advise you on useful tips and options for saving money and help you to find out if you are on the right price plan and if not, advise you on how you can switch to a cheaper energy provider.

If you want to save on your bills, contact us so we can book you in to meet one of our champions.

### You have nothing to lose but expensive utility bills!

- Get in contact now and get some peace of mind [volunteers@activenewham.org.uk](mailto:volunteers@activenewham.org.uk) or call 0202 770 4444 (option 5).

**Do you want to become a Champion and let others know how they can save money too? If so then get in touch with us for further information and training dates.**

## CHRISTMAS HAMPERS!

Thank you to everyone who helped with the Christmas hampers Tea Party and delivery. Your support has been fabulous!

Over 3000 isolated vulnerable older people in Newham received a hamper from Newham Council in partnership with a number of businesses and activeNewham's support. It could not have been done without your contribution.

You really made a difference and helped put a smile on someone's face and helped to make their life just that little bit better this Christmas.

Once again – Thank You!

**Please see photos on your right.**

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## PHOTO GALLERY OF HAMPERS



*activeNewham Senior Leadership Team ready to deliver hampers!*



*Dulce, Bhaskar, Sue & Aroosa @ Green Street hamper Tea Party.*



*Bhaskar lending a helping hand.*



*Sue serving up some treats!*



*Volunteers with Green Street councillors.*

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MORE PHOTOS!



Olivia with Santa @ Stratford Lights switch on event.



Gintare & Smina with the Mayor Of Newham & Christmas lights switch on event.



Morley Road street party.



Chadni, George & Tasnim at the volunteers thank you event.



Some of the prizes donated for the volunteers raffle.

## SUPPORTING PEOPLE FROM 0 – 100! LILIANA WASCINCZA



Liliana has been volunteering with the programme since January 2015. Her main focus has been around supporting older people who are vulnerable as a befriender, but she has also been active at the other end of the age scale – helping out at the borough's Children's Centres.

At the end of last year Liliana was successful in getting a job as an Admin and Nursery Assistant at a Montessori nursery but this hasn't stopped her from continuing to volunteer.

She tells us, "My experience with the Active Newham Volunteer project has been fantastic with so many opportunities in different fields. I volunteer because I think it is a brilliant opportunity for all people to help others and get some new experience. You can meet many new people from different backgrounds, different life stories experience but we all have one aim to make our future brighter, better and be supportive for those who are less fortunate than we are. I supported older people and I still carry on doing this because one day I will be old and it will be nice if someone could help me with shopping or even come around for a cup of tea".

Volunteering helped me to believe in myself. Apart from being a full time mum, I could also do something more for other people and myself too. I got the experience, confident that I can do things and I met really nice and friendly people who really helped me to believe in myself too. When I got my new job, I knew I wanted to carry on my volunteering with older people and children centres which is what I was doing until then. However, I know that I have to fit it around my working hours now so something needs to give. It will be easier for me at the moment to try to help older people. I really enjoyed the time I spent with the elderly lady I supported and I love talking to her.

I think people should believe that volunteering makes a massive impact to their life, they can get opportunities, learn new things, gain experience, help others and believe in themselves that they can actually do something which they thought they would not be able to do. Instead of staying at home, looking for job, counting minutes, be active and grab the chance to make your life better. Even if people try doing something new, maybe they will like it and be a fan of doing it. Volunteering counts and can open many doors for better future

I would like to kindly thank Newham's Volunteers for all your help and I will carry on being a volunteer because it is worth it. I am glad that the Volunteers Programme gives people this type of chance and once again thank you for everything."

*If you would like to find out more about how you can get involved as a befriender and make a difference to someone's life, please contact [hannah.martindale@activenewham.org.uk](mailto:hannah.martindale@activenewham.org.uk)*

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## OTHER NEWS & UPDATES

### WELCOME TO RAHEEM AND TINA

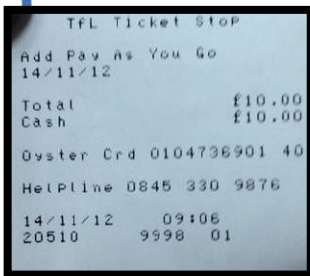
We would like to give a warm welcome to UEL sports development students Raheem Hanif and Tina Tayeby, who are joining the Newham's Volunteers team for 3 months. They both have a volunteer module where they will need to complete 200 hours of volunteering as part of their course. Raheem will be supporting the Concierge Volunteers at the leisure centres and the parent champions and Tina will be supporting the energy saving project. This will of course be of great help and benefit to activeNewham and the team and we look forward to having them both on board.

### DBS CHECKS

DBS checks are only carried out for roles that require you to work on a one to one basis with young children and vulnerable adults.



### EXPENSES



All expenses will be paid directly into your account via bank transfer. Please allow 30 days for payments to be made into your accounts (from the date you submit your receipts and volunteer expense form).

When submitting your expense form please ensure that you provide us with the correct bank details along with the actual event/opportunity you volunteered for and the actual journey route you took. We would also like to take this opportunity to remind you that you can only claim back expenses up to the sum of £5.

Any expenses that go over £5 will be capped. When providing your receipts please ensure that they are your actual journey printouts. We advise all volunteers to register their Oyster cards online. This is a free service which will enable you to print out all your journeys.

PLEASE NOTE: We are unable to accept payment/top up receipts (picture shown).

### ACTIVENEWHAM HEAD OFFICE – APPOINTMENTS ONLY

If you wish to see a member of the team at the Head Office, please contact us to make an appointment. If you attend without an appointment, you may not be seen as the Volunteers Team maybe be unavailable. Please call us on 0203 770 4444 and select option 5, to arrange an appointment. This will avoid any disappointment and officers can ensure they are available.



### HAVE YOU MOVED OR CHANGED DETAILS?

Please remember to inform us if you have changed any of your details so we can update this on our system. This will ensure you don't miss out on some great opportunities.

## LOOK WHO WAS AT THE ENDZ!



Recently one of our longest serving Newham's Volunteers appeared in the Newham Recorder as a result of attending the Newham Recorder and Community Links Christmas children's toy appeal auction. Asif Shakoor successfully bid and won an EastEnders' plaque signed by the entire cast. He was also fortunate to meet some of the cast members including Danny Dyer, Barbara Windsor and Pam St Clement! He is a super fan and has been for many years so this was wonderful for him. He still has recorded VHS tapes along with books, pictures and everything related to EastEnders. Well done Asif! Keep on volunteering!

(Picture is courtesy of Newham Recorder)

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## THERE AIN'T NO PARTY LIKE AN NV PARTY....

The beautifully decorated Community Resource Centre in Plaistow was the setting for this year's thank you Celebration, and on Friday 11<sup>th</sup> December, over 100 volunteers gathered to celebrate the achievements and successes of 2015! Guests enjoyed welcome drinks, celebratory speeches, a fun quiz and a traditional 3 course meal. The night was rounded off by a grand raffle with fantastic prizes donated by various organisations and businesses across the borough.

Daniel Burford, Community Activation Manager at activeNewham says:

*"It was wonderful to be able to thank so many of you and your friends and families for the fantastic work you do when you volunteer with activeNewham. The programme continues to grow with more exciting and challenging opportunities that I'm sure you will all enjoy participating in throughout 2016. I look forward to seeing you during the year."*

Hafsa, pictured top centre, was the lucky winner of a luxury overnight stay for two donated by Crowne Plaza Hotel, Docklands. Here are some pictures.



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## VOLUNTEERS SMOOTH THE WAY AT OUR NEWLY CASHLESS LEISURE CENTRES



The New Year saw the borough's leisure centres introducing a new cashless payment and check in system. Our volunteers have been right at the centre of things with a group trained and ready to help customers work out how to navigate the new procedures.

Gill is one of our volunteers helping with the transition at East Ham. 'It was a bit chaotic to start with because this was the first week of the new 'cashless' system. My job was to operate the remote control to open and shut the glass doors for families with young children who were going to swimming lessons. The

parents were panicking about how to get back out again but I reassured them that either myself or someone else would be there to open the doors for them. The staff were really appreciative of the extra help because they said it was difficult answering members' enquiries and operating the remote controlled doors at the same time'.

Well done to all the volunteers helping out over this period...and well done to you! If you are reading this, you have the chance to be automatically entered into a prize draw to win a pair of cinema tickets to use at Empire Cinemas. Simply send your name and contact phone number to [volunteers@activenewham.org.uk](mailto:volunteers@activenewham.org.uk) quoting Leisure Centre Newsletter Article Prize Draw in the title. Responses should be with us by **5<sup>th</sup> of February 2016**. The winner will be notified shortly after. Good luck.

### WELL DONE DIANE!



The team would like to say 'Well Done' to Diane Edgar for successfully completing her BTEC3 in Restorative Justice.

Restorative justice is all about bringing people together who have been involved in conflict to try and find resolution through conversation. The harmed and the harmer have an opportunity to explore what happened through a conference led by a trained facilitator; giving both sides the opportunity to express their thoughts and feelings

Diane was one of the original volunteers trained in 2012 to support the Restorative Justice Project we ran and was the first volunteer to use her skills in a real situation.

Although we are no longer recruiting for this project we often look for volunteers to support the Youth Offending Team where skills such as being able to engage and communicate with people are vital. Keep an eye on your regular bulletin to see what is on offer and when.



### MESSAGE FROM THE STEERING GROUP: CALLING NEW MEMBERS!

The Steering Group would like to welcome new members to help support a number of exciting roles. The steering group volunteers behind the scenes to suggest ideas to drive the programme forward, support any developments and changes and give feedback regarding volunteering roles. The friendly team is made up of volunteers from all ages and backgrounds, so if you're passionate about volunteering and can spare 2 hours approximately every 6 weeks, please contact [hannah.martindale@activenewham.org.uk](mailto:hannah.martindale@activenewham.org.uk) for more information.

*From Pearl Saunders, Anwar Farukh, Sarah Chapman, Rori Cooper, Edward Wingate, Nina Hepburn, Katie Blake, Jesa Modhawadia, Susan Masters, Ken Aigbe & Joy Joseph.*

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# The Bulletin Board

## MAKE THE RIGHT CHOICE AND DO THE RIGHT THING!

Each week, the team sends out two bulletin emails to all volunteers. These are packed with opportunities and roles for you to support.

Below is a guide to choosing what is right for you

1. Make sure you click into the link so that you can see all the opportunities available. The bulletin has full information on what our roles require and which officer to contact.
2. Make sure you read and understand what the role involves. If you are unsure, just call the team. We are here to help and support and can advise on whether this is the role for you.
3. Be realistic. It is very tempting to sign up for lots of different things but you need to be honest with yourself about your capacity to fit it all in. The last thing we want to see is volunteers overstretching themselves and having to give up. We want you to enjoy what you do.
4. Once you have signed up, make sure you keep your diary clear for the times you are required. We will send you a confirmation email to say that you have been booked on. This will normally be followed by an email a few days before you are due to start which has all your joining instructions including the contact details of the person in charge on the day. If something happens on the day you are due to attend which means you can't get along – please call that number so that they are aware. You should also email the team so that we have a record as well. This is very important, especially at weekends when we are not normally available.
5. If you do find, a few days before, that you are no longer able to attend an event or opportunity please contact the team by phone if you can or email as we may have volunteers in reserve who can take your place.

We hope this advice is helpful. If we all stick to it then you - the volunteers, the partners we work with and us - as a team will have an easier time all round.

Thanks to you all for your efforts.

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## DATES FOR YOUR DIARY

### **VIRGIN LONDON MARATHON:**

We'll be supporting the Marathon again this year on Sunday 24<sup>th</sup> April 2016, 7am to 4pm. The main roles would be to act as stewards and marshals across sector 5.3. This is an ideal role for the experienced volunteers who have supported before, but also for new volunteers to experience the atmosphere of a high profile televised event!

### **MAYOR'S NEWHAM SHOW:**

Book Now! Taking place on Saturday 9<sup>th</sup> and Sunday 10<sup>th</sup> July, the Mayor's Show promises to be bigger and better. From the carnival to the village fete, there will be plenty of opportunities for you to get involved in. Plus, it won't be during Ramadan as per the last 3 years, so get booking!

### **GREAT LONDON SWIM - SATURDAY 16<sup>TH</sup> JULY 2016**

### **GREAT NEWHAM LONDON RUN – SUNDAY 17<sup>TH</sup> JULY 2016**

Here we go again! The exciting sporting season will soon be upon us, (following the marathon) with The Great London Swim coming back to the Royal Victoria Docks and the Great Newham London Run, which will be held at the prestigious Queen Elizabeth Olympic Park. These events promise to be even more fun than last year's, so keep these dates free in your diary!

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## HELP MAKE YOUR BOROUGH BEAUTIFUL A makeover with a difference!!

If you want to enhance your local area, make new friends and feel great about where you live then read on...

CleanupUK is a charity working with 10 London boroughs on the Beautiful Boroughs project to make them places locals can be proud of.

**The Beautiful Boroughs Project** is all about people like you and the local groups you are part of, who really do make a difference within your community.

CleanupUK supports individuals/groups who wish to take ownership of their local area, by helping organise community activities which will clean up where you live such as litter-picks, graffiti removal or clearing unsightly undergrowth.



There are a number of groups running in Newham and they are looking for volunteers. Whatever your age or background, whether you want to pitch in and get your hands dirty or join us and help spread the word, we'd love to hear from you!

To express an interest, please email [liz.whitworth@activenewham.org.uk](mailto:liz.whitworth@activenewham.org.uk)

### TESTIMONIALS

*Stella Ikanik, LBN Carer Development Officer: 'Thank you, Thank you, Thank you! Please pass on my Biggest Thank You to the volunteers who worked so tirelessly to make the event a success. They were all so wonderful! I have never seen a group so enthusiastic and so eager to work! The team can't stop talking about how committed and helpful they were, surely, we couldn't have managed without them. Once again, a Big, Big Thank You!'*

*Jummy Sodeinde, Finance, Active Newham : Our volunteers team is an incredibly valuable resource for the finance team. Since 2014 we have engaged the assistance of 6 volunteers. Each volunteer has been diligent, committed and hardworking. Active Newham is very fortunate to have the Newham's Volunteers!*

*Cllr. D. Paul Sathianesan, Sports Community Event, 20<sup>th</sup> September 2015: 'You all are a real asset to activeNewham and to the wider community, we are so proud of you, Thanks'.*

*Sybil Simon, Lead Hamara Ghar said of Bank of America Corporate Day: I just wanted to say an exceptional 'thank you' to you for the lovely young volunteers from Bank of America who made our day for us on 7th October. The day just went by so smoothly and the labor they put in to give our garden a new look seemed so effortless. There is definitely something to be said about volunteering. It is so uplifting in spirit when one weighs the joys that it brings in its wake.*

*Julia Ryabcyh, Newham Volunteer: Firstly, I want to thank you for giving the opportunity to work for Healthwatch Newham. Volunteering has made an impact on my employment and its Accounting field. I really enjoyed volunteering in Healthwatch Newham and it was a great base to start a career in Accounting.*

**To find out more about Newham's Volunteers, please visit our website [www.activenewham.org.uk](http://www.activenewham.org.uk) or email [volunteers@activenewham.org.uk](mailto:volunteers@activenewham.org.uk) for further information. Alternatively, you can call 0203 770 4444 (option 5).**

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