

2022 - 2023

ANNUAL IMPACT REPORT

We're the go to
people
for volunteering



Volunteer Centre

Sutton

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Our Vision Our Impact

Our Values

Inspiration
Excellence
Inclusivity

Mission

Empower people and
Strengthen Community

Our Vision is a community where people from all backgrounds, ages and cultures can volunteer in the way they choose, in all stages of their life.

Volunteer Centre Sutton is a local charity and through the use of volunteers we address the needs of the community and beyond.

Over 7,000 people with 24 staff helped us to fulfil our vision and mission to support communities and people in Sutton during 2022



Volunteer Centre

Sutton

7,585 people engaged and supported us in 2022-23



39,411 hours of Volunteer time provided support to people



£470,961 - the value of volunteer time provided



16 programmes delivered to Sutton communities and individuals



Volunteer Centre Sutton had another exceptional and busy year. We faced numerous challenges, especially in supporting and keeping up with the increasing demand for our services and the ongoing cost of living crises.

Volunteer Centre Sutton once again was required to be agile, innovative, and resilient to meet the growing needs of our beneficiaries while trying to ensure and grow our long-term sustainability. Trustees and staff reviewed our long-term VCS strategy and, after external stakeholder feedback and collaboration with other partners, we now have a revised strategy that will launch in 2023. With the adoption of further technology, we have started streamlining our processes and maximizing resources where possible. However the achievements and delivery through our wonderful staff and volunteers, has once again been substantial, as you can see.



Community Support Team



Youth - MAPS Mentoring Team



Adult services - Sutton Befrienders Team



Advocacy Team

Meet our teams!

The work we deliver is now based around 3 key areas:

Community Support, including our original brokerage team and new community based programmes

Adult Services, incorporating Sutton Befrienders and Activity Buddy, offering both individual and group activities

Youth Services of MAPS (Mentoring, Advocacy and Peer Support) and the development of our Youth Participation and Engagement service



Support team made up of
Finance, CEO,
Fundraising Office support



VCS - Our Impact



Volunteer Centre
Sutton

April 2022 -
March 2023

The go-to people for
volunteering in Sutton

We worked with **837** volunteers this year

maps

Mentoring, Advocacy
& Peer Support

144 children & young people supported with 1:1 weekly mentoring sessions or
18,000 hours
181 supported with independent advocacy

18

Young Commissioners hearing the voice of young people and helping to shape services and influence decision making in Sutton.



Sutton Befrienders

106 adults supported with 1:1 weekly befriending
9,024 hours of befriending
246 unique people across befriending, outings, activities and walking providing **13,735** hours of social connection

Community Health Navigator Volunteers supported

311

residents to access health checks and services.



577

Hong Kongers settling in Sutton participated in our Integrating Sutton programme of events, buddying, workshops, outings and our 'Welcome to the UK Course'.



50

children each week attend **Ukraine Saturday Activities** supported by 5 Ukrainian Nationals. This enables them to keep connected to their language, culture and traditions.



3,732

volunteer seekers registered with us



616

Volunteer Involving Organisations registered with us



161 new volunteering opportunities

Registered charity 1048978



Volunteer Centre
Sutton

You will see in 2022-23 the range of projects and reach Volunteer Centre Sutton made during the year.

We engaged with over 3,700 potential volunteers. New projects were developed included our Community litter picking groups, work with refugees and the start of support to address health outcomes for Sutton residents.

Our flagship MAPS and Befriending programmes were able to support an increased number of people in need and achieve amazing outcomes around isolation, self confidence, school attainment and social integration. Volunteer Centre Sutton staff thank all the volunteers for their support both for our programmes and the organisations we support.

Community Support 2022-23



Working with our partner organisations



Working with our partner organisations



Volunteer Centre Sutton supported 616 organisations, we returned to face to face support to organisations and community groups.

We support organisations that have volunteers to recruit, reward and retain volunteers. A fun way we do this is through getting volunteer coordinators together most months. We're delighted to have resumed our Volunteer Coordinator forums.

These forums enable organisations to learn, share and meet other volunteer involving charities and groups. In 2023-24 we aim to grow and develop this forum further.

Community Support 2022-23

In addition to our key brokerage and infrastructure work, we provide a broad portfolio of services that we deliver to the most vulnerable, disadvantaged families, isolated and in need residents of all ages.

We have seen substantial growth in our community programmes where we are embedded in our community and listen to our beneficiaries, allowing us to identify needs, understand what the problems are and respond by shaping services and support accordingly.



Community Support

April 2022 - March 2023

Our Community Support team run a variety of projects to **meet the needs of residents** in the London Borough of Sutton.



577

Hong Kongers settling in Sutton participated in our Integrating Sutton project. This included events, buddying, workshops, outings and our 'Welcome to the UK Course'.



50

children each week attend **Ukraine Saturday Activities** supported by our team including 5 Ukrainian Nationals. This enables them to keep connected to their language, culture and traditions.

62

Warm Spaces Advisors helped

239

residents in need during the **cost of living crisis**



in **5 locations** across the borough.

20

Community Health Navigator Volunteers supported

311

residents to access health checks and services.



18

Young Commissioners hearing the voice of young people, campaigning and helping to shape services and influence decision making in Sutton.



222

Community Space Volunteers gave

316 hours

to help **clean up Sutton** and improve the environment.



Registered charity 1048978



Volunteer Centre
Sutton

Our community support team have directly developed and grown new programmes. These include recruiting new Young Commissioners, Community Spaces, and the growth of Integrated Sutton, a programme to assist residents from Hong Kong to integrate, volunteer and engage in Sutton life. This was followed by support to families and refugees feeling the war in Ukraine.

Warm Spaces provided a much needed safe space with a cup of hot tea and a friendly chat to 239 residents with signposting for help, to those in need, during the winter.

Community Support



A request was made to support the local authority and various groups within Sutton to engage residents in litter picking to promote a cleaner, greener Sutton environment. The project worked with 38 local 'friends' of park groups, including schools, cafes, parks and libraries and delivered 35 litter picking sessions across various areas within Sutton, helped by 222 volunteers of all ages, many from local schools.



Following on from the war in Ukraine, we identified a need to support refugees and taking the learning from our recent work with Hong Kong nationals, we set up a Saturday educational activities programme to help children, young people and families who had moved into Sutton. Led by Ukraine nationals, mothers wanted to ensure their children still had the opportunity to learn about the Ukraine culture, socialise and practice their language.

With the help of Ukraine staff and volunteers, in the past year, 50 children were provided with weekly Saturday sessions and 30 Adults had the opportunity to socialise and enjoy activities. The staff and volunteers delivered 26 events throughout the year to support reduced isolation and socialising.

Our support to families will grow in 2023, with a new Welcome course and Mentoring, specifically for Ukraine children.

Community Support

Integrating Sutton extended its reach in 2022-23 with 577 Hong Kong nationals engaged through various communication channels and activities, delivered directly to assist and ease the integration of new residents to the London Borough of Sutton. A volunteer Buddy scheme provided additional help to reduce loneliness and we supported residents into local volunteer placements. It's wonderful to see many have also progressed into work.



Integrating Sutton

MAPS Mentoring - Youth Services



MAPS Mentoring is dedicated to empowering and supporting vulnerable children and young people from complex disadvantaged backgrounds. Many of the young people we support have concerns around mental health, some with family experience of domestic violence and others are either experiencing or at risk of being drawn into negative behaviour such as anti-social conduct, criminal activities, substance abuse or at risk of permanent exclusion. In 2022-23 our programme operated with the invaluable support of 144 dedicated adult volunteers who served as one-to-one role models for these young people and provided a staggering 18,000 hours of Mentoring. By fostering meaningful connections with their mentors, the young people are equipped with the necessary tools to set and pursue their goals and aspirations. Through our mentoring, young people show improvements in self-confidence, self-esteem and reduced anti-social behaviour. Their mental health, school attendance, relationships and better decision making show positive progress which is reflected in their self-assessment scores.

Our Children's and Young person Advocacy enabled 172 young people to have a voice while going through processes within their lives, such as potential child protection, or as a looked after child of the local borough or Leaving Care. Support was provided around areas for example, home life, relationships, debt or complaints.

316 young people in total were supported in 2022-23 to realise their full potential.

maps
Mentoring, Advocacy
& Peer Support

**Mentoring for children and
young people**

Youth Services - MAPS Mentoring



"meeting my mentor has been fun, she is kind and helpful. I know she listens to me because she continues our conversations the following week. talking to my mentor has been my highlight"

maps
Mentoring, Advocacy
& Peer Support

April 2022 - March 2023



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 adult volunteer mentor**

In **2022-2023** we supported

144

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

18,000 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

- 56%** have a parent with **mental health** issues
- 40%** have a family **domestic violence** experience
- 25%** have a parent with **substance or alcohol misuse**
- 26%** have a **family member with a disability**
- 34%** have **self-harmed**
- 43%** have a **disability**
- 30%** are **young carers**
- 26%** are **NEET** (Not in Education, Employment or Training)
- 8%** have experienced **sexual exploitation**



RADAR Evaluation shows **improvement in all areas** with **11% improvement in school attendance**

Registered charity 1048978



Volunteer Centre
Sutton

MAPS Mentoring - thanks Pudsey!

Mum said - mentoring
is motivating and
conquering her fears
and challenges

Young person said -
mentoring is unique and
a fun friendship



Minute Rota	
Natalie	Oct 13 th
Tawaz	Oct 20 th matching
Tina	Oct 27 th
Bernie	Nov 3 rd matching
Hayley	Nov 10 th
Kim	Nov 17 th matching
Natalie	Nov 24 th
Teresa	Dec 1 st matching
Tina	Dec 8 th
Bernie	Dec 15 th matching
Hayley	Dec 22 nd



Youth Services -
MAPS Mentoring

Youth Services - Youth Participation and Engagement



Although we have for over 5 years supported young people through our Young Commissioners work, during 2022-23 we extended our reach to include youth engagement and participation across the borough, with particular emphasis and informed by the Sutton Local Safeguarding Children Partnership (LSCP).

A dedicated worker has been actively involved in promoting and enhancing youth involvement including attending Joint School Council Meetings, visiting Westminster with a young person to address concerns about VAWG (Violence Against Women and Girls) and the set up of a Youth Engagement Leads Network. Partners include youth engagement leads from Children In Care Council, Young Carers, Timeout, Advocacy4All, People Arise Now, CAS and Cognus. We are playing an active role in promoting the Anti-Racism Youth Forum to encourage young people to participate in anti-racism initiatives and the new SEND (Special Educational Needs and Disabilities) strategy, organized by Barnardo's.

In late 2022 we held a youth summit where 35 young people held discussions with professionals and created a 3 year plan for Sutton. They agreed three key themes of Safety, Inequalities, and Health with the creation in 2023 of a youth board for Sutton.

Youth Services - Youth Participation and Engagement



Youth Engagement Officer Jenny Batt said "It was fantastic to be invited to the APPG meeting at the Houses of Parliament and for the Young Commissioners to be involved with helping to improve political literacy. The Young Commissioners will stay involved with this work and look forward to attending future meetings of the APPG."



Adult Services - Sutton Befrienders

Sutton Befrienders reduces isolation and loneliness among older and disabled people in Sutton. 99 volunteers in 2022-23 supported 106 people through our face to face service, with a further 185 group activities provided.

The project has seen many clients living with anxiety or depression following the isolation of being cut off from others during the past few years and this service provides someone to talk to, vital help when needed and activities to help people build confidence, improve mobility and connect with the community. Over the last year the demand has been even greater.



Sutton Befrienders

Adult Services - Sutton Befrienders

“You were my life saver, I always looked forward to your visits, a chance to reminisce about the army and motorbikes. I will miss the weekly catch ups. Thank you for everything you have done for me”



April 2022 -
March 2023

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



45% of adults feel occasionally, sometimes or often **lonely** in England. This equates to **twenty five million people** in the UK.



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 **2022-2023** we supported

106 adults with **1:1 weekly support** which equates to

9,024 hours

13,735 hours

of **social connection** accessed by

246 unique people across support, outings, activities and walking



84% of our **service users** feel **less isolated and less lonely** by being involved with Sutton Befrienders

100% of our **service users and volunteers** feel being involved with Sutton Befrienders has had a **positive impact** on them



“I walk twice weekly with the group and everyone is so friendly and chatty, I am so pleased I found the courage to join”



Adult Services - Walking Groups

Adult Services Sports Buddy

Activity Buddy (formally known as Sports Buddy) provided opportunities for older people and people with disabilities, learning difficulties to undertake activities outside of their home with the help of a volunteer buddy. Activities are fun, flexible and motivate people to become fitter, more active and form social connections to improve their general wellbeing. For this year's Red Nose appeal, we were asked to take part in a short promotional film which was aired on BBC Morning Live, showing viewers how their donations are benefiting people to access Sports and Activities with the support of a volunteer Buddy. Our clients and volunteers were delighted to support this and very much enjoyed the experience. Huge thanks to Comic Relief for supporting our Sports Buddy Activity programme.



With the expansion in 2022 we delivered activity groups of various forms, the popularity of our walking groups grew even further and we now offer even more sociable walking groups. Our groups help people in the community to get active with three weekly walks which take place in Beddington Park, The Grove and Nonsuch Park, led by 6 regular walk leaders. A monthly walk was introduced this year following feedback from our regular walkers and this takes place on the last Saturday of each month, heading into central London and often in other boroughs. These groups enable people to exercise together, form a support network and develop friendships. During 2023 we plan to organise quizzes, arts and craft activities to further grow this area to encourage community integration and socialising.

We were delighted to welcome staff from British Airways to learn more about our Activity Buddy programme, part of our Sutton Befrienders project. This programme, funded by Comic Relief, supports people with disabilities to take part in physical activities, movement and sport in a fun, flexible and motivating way, encouraging choice and independence.

In partnership with Comic Relief, a group of British Airways staff came to Sutton to meet our volunteers and service users, join in our activity programme and hear more about our work and the impact it was having with our clients. A fun day was had by all!

Quality Standards



**The Queen's Award
for Voluntary Service**

The quality of our work is vital to us and we constantly strive to ensure robust evaluation, including how we show our impact and monitoring and evaluation frameworks.

The charity holds and continually reviews the following quality standards:

- Volunteer Centre Quality Accreditation
- Disability Confident Employer
- Advocacy Quality Performance Framework
- The Queen's Award for Voluntary Service
- C4EO – Centre For Excellence and Outcomes (MAPS is validated by C4EO as leading to improved outcomes for children, young people and their families)
- Project Oracle
- London Youth Bronze award



Volunteer Centre
Sutton

Thanks to all our supporters, retailers, corporates and individuals who help us !

Our swimmers



*Half Marathon runners
Hayley and Jenny*

*Lexis Nexis Risk Solutions
donated laptops, use of their
space to host meetings such
as our recent Youth Board
and supplied drinks/snacks*



*Rotary club helpers led
by Kim fundraised to
support young people
within MAPS*



Sutton

**FUNDED
BY**

**COMIC
RELIEF**



GAMES AID



Garfield Weston

FOUNDATION



**South West London
Clinical Commissioning Group**

SUPPORTED BY

MAYOR OF LONDON

The
Henry Smith
Charity

founded in 1628

*Thank
you!*



Department for Levelling Up
Housing & Communities

Supported by



**Children
in Need**



Volunteer Centre

Sutton