



SERVE CHRISTMAS EDITION

SERVES NEWSLETTER

From
All of
us at
SERVE



8 West Street | Rushden | NN10 0RT
01933 315555

Susan Hollowell Memorial Trophy 2021

Do you know someone who goes above and beyond for others? Each year we are looking to award a volunteer in the East Northants community the Susan Hollowell Memorial Trophy. The award is for a person who has provided outstanding voluntary work during the past year in the local area.

The award began in 2002 in honour of the late Susan Hollowell. She was a committed volunteer in the community for many years in Rushden and this award was set up in her name as a tribute to her memory.

Our fantastic runners up, who were also nominated for the award are

Niki Dunkley
Volunteer shopper and Activity assistant at the day centre.

Frances Jenkinson
Befriender

Sue Pervis
Befriender

Congratulations to ALL and THANK YOU from SERVE

2021 Winner



This year the award has been given to Rick Watson. Rick has been a volunteer mini bus driver for SERVE for 10 years in January. He continued to volunteer throughout the pandemic, which included delivering meals on wheels. He kept the minibuses running and serviced. The service users love his company wherever he goes, Rick continues to volunteer at the day centre and helps with activities, including day trips and playing scrabble with service users at the Senior Social Group.

Well done and THANK YOU Rick!



What's New



Nick Hayton **Corporate and Community** **Fundraiser**

I am excited to be appointed as the Corporate and Community Fundraiser at Serve as I am passionate about supporting a local charity especially Serve who deliver so much good work in the community. I have lived in Northamptonshire for over 25 years' so I like to think I am aware of the community and also have knowledge of the local business sector. My background has been managing and delivering local authority leisure services however for the last 5 years I have worked in the charity sector as a Business and Fund Development Officer for a charity where I successfully ran events, gained funding and developed an excellent relationship with businesses including offering Corporate Social Responsibility days.

Throughout my life I have enjoyed volunteering this has included being a school governor, a trustee and chair of Homestart and a Samaritan. I have also enjoyed taking part in fundraising challenges including the London Marathon, The Great North Run and a triathlon. Meanwhile I have helped plan events for the community to participate in this has included Skydives, climbing Snowdon and Race nights.

I look forward to working with our volunteers at Serve, welcoming new volunteers and developing links with the business community. Please do email me at nick.hayton@serve.org.uk or call to discuss any ideas on how you may be able to support Serve.
Nick Hayton



Jake Baker **Volunteer Representative**

I am Jake Baker, a volunteer for SERVE like yourself and also a trustee with this great charity we support.

At a Board of Trustees Meeting in the autumn, we decided there was a need for a Volunteer Representative, so I put my hand up and here I am, your Volunteer Representative. My role is mainly to provide a link for Volunteers and the Board of Trustees. The Volunteer Representative can be an elected Trustee or a Volunteer supporting SERVE. I will, on your behalf, contribute to SERVE's objectives, where we intend to:

- Broaden and grow volunteering opportunities
- Strengthen links with the volunteers and increase engagement
- Develop awareness of SERVE's activities and raise their profile

Part of that link I mentioned above is to listen to your ideas, suggestions and concerns and ensure they are dealt with via SERVE's senior management team and the Board of Trustees if necessary. There is nothing better than getting the information direct from the Volunteer in whatever your role.

I look forward to meeting you all at some stage (hopefully during SERVE's 40+ years sometime in 2022 if not before) and on behalf of all at SERVE I wish you a very safe and Happy Christmas and a Happy New Year.
Jake Baker

What's New

Care Services



We would like to let all of our customers know that sadly, Sarah our scheduler has now left SERVE to start a new and exciting life in Australia. We wish Sarah all the best for the future. She will be missed!

We have recruited a new scheduler, Sam. She has social care experience, and I am in no doubt she will be a great asset to the team. Welcome to SERVE Sam!



The Care Team will be continuing to work over the Christmas and New year period, supporting our customers in the community to keep safe and well while hopefully bringing some Christmas cheer!

The Care Team can be contacted over the festive season, when the office is closed, on the out of hours emergency number – 07764560862.

We would like to take this opportunity to wish all our customers and their families a very Merry Christmas & Happy New Year.

CHRISTMAS MUSICAL MOMENTS

Our wonderful Musical moments group enjoyed a Christmas get together on 7 December at The Ron Manning Day & Activity Centre.

With huge thanks to Angie (Activities Volunteer), Blue (Minibus Driver AKA Santa), Lynn (Activities Volunteer), Judith (Wellbeing Coordinator) and Tracy (Singer), not forgetting our lovely service users - I think that it is safe to say that a festive good time was had by all!!



MUSICAL MOMENTS CHRISTMAS

Transport Team

Community transport is becoming busier. We are seeing an increase in new membership and hospitals, dentists and doctors are continuing to increase the number of appointments being sent out. It would be appreciated if as much notice can be given as possible so we can make the appropriate arrangements for you. Did you know that we have a Car Share option? What this means is, if you have received your double vaccinations and happy to share a ride with other customers, then this will help the service provide more availability and access to appointments.

We will have a very limited amount of drivers available over the Christmas period but we will try and carry out journeys where we can.

We would like to wish all our transport members and drivers a very Merry Christmas and thank you all for your continued support over this last year.



Befriender Project

The befriending project continues to be busy with new referrals being received across all areas.

During November our Befrienders achieved over 399 volunteering hours.

This includes 141 face to face visits including garden visits and 67 telephone befriending calls.

However, we need more volunteers to help meet the demands on the service. If YOU or someone you know could provide a minimum of 1 hour a week to visit an older person in their own home, we want to hear from you.

For some older people, a volunteer may be the only person they see in a week. Relationships can transform lives.

The poster features the 'serve' logo at the top left, with the tagline 'supporting independence'. The main heading is 'BEFRIENDER VOLUNTEERS' in large blue letters, followed by 'WE NEED YOUR HELP!' in smaller blue letters. Below this, there are two main sections: an orange circle on the left and a green circle on the right. The orange circle contains the text 'MAKE A DIFFERENCE ACROSS' in a dark blue box, followed by a list of areas: '• East Northants', '• Wellingborough', '• Kettering', and '• Corby'. The green circle contains the text 'PROVIDE COMPANIONSHIP' in a dark blue box, followed by the text '... to older people aged 65+ who are lonely, isolated & frail who need a weekly visit to help improve health and wellbeing'. At the bottom, there are two contact points: 'East Northants & Wellingborough' with email 'cheryl.smith@serve.org.uk' and phone '07764 560 863', and 'Kettering & Corby' with email 'sonia.stewart@serve.org.uk' and phone '07711 185 917'. A dark blue box at the bottom right says 'COME & JOIN US AS A BEFRIENDER'. Small text at the bottom right corner reads 'Charity No. 104552 | Company No. 2951627'.

The graphic has a green background. On the left, there is an illustration of four people in a window frame, representing different ages and stages of life. To the right of the illustration, the text reads '#Befriendings supporting people at all ages and stages of life'. At the bottom left, it says 'Befriending Week 1-7 November 2021'. At the bottom right, there is the 'Befriending Networks' logo, which consists of a circular icon with three stylized figures and the text 'Befriending Networks'.

At the start of November, we celebrated Befriending Week hosted by Befriending Networks. The team promoted the service at various events, through social media (Facebook) and on our website. We have received several responses from befriendees, befrienders and stakeholders letting us know what #Befriendings. One quote said #Befriendings ... "helping me get through life and not feel alone" (Befriendees).

Befriender Project

SERVE Befriending Service in the Community

Over the past couple of months, Cheryl and Jonathan have been out and about connecting with our communities to promote the Befriending Service. We have had support from Ruth who coordinates SERVE's infrastructure in Wellingborough and Carers Needs and Aspirations services.



Cheryl, Jonathan and Ruth at the Wellbeing Cafe, Wellingborough District Hindu Centre



Our Befriending Manager promoting the countywide service at the Delapre Community Volunteering Event; talking to potential volunteers and raising awareness



NEW BEFRIENDING COORDINATOR FOR KETTERING & CORBY

SONIA STEWART HAS JOINED US AS BEFRIENDING COORDINATOR FOR KETTERING & CORBY AND HAS ALREADY STARTED TO CONNECT WITH BEFRIENDEES AND BEFRIENDERS ACROSS BOTH AREAS. CHERYL HAS HELPED SONIA TO SETTLE IN.

SONIA IS BASED AT OUR OFFICE AT THE BUSINESS EXCHANGE, ROCKINGHAM ROAD, KETTERING. A WARM WELCOME TO YOU SONIA.



DIGITAL DODGERS

**STARTS ...
THURSDAY 13TH JANUARY**

SIX WEEK BOOKINGS

**LEARN HOW TO EMAIL, SHOP ONLINE SAFELY, SKYPE,
FACETIME, USE SOCIAL MEDIA AND MORE**

BOOKING REQUIRED AS SPACES ARE LIMITED

THURSDAYS 10:30AM - 11:30 AM

REFRESHMENTS PROVIDED

**THE RON MANNING DAY & ACTIVITY CENTRE
76 UPPER KINGS AVENUE
HIGHAM FERRERS
NN10 8JZ**

SUGGESTED DONATION £4 PER SESSION

CALL 01933 315555 TO BOOK YOUR SPACE

