

2024-2025

Volunteers



208
volunteers active
over the year

192
enquiries this year



2,976
volunteer hours

100%
felt they received
excellent or
good support



People supported

3,742
contacts made
through case work



350
referrals received

55
people supported
to find more
appropriate services



429
issues dealt with

100%
of people were
responded to
within 7 days



97%
felt they had
their voices heard



83%
of people said they had their
issue(s) resolved positively
10% were unsure

Ambassadors

15
trained
and active
ambassadors



Training

139
sessions delivered



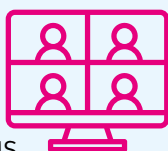
905
people attended
our development /
training events
and webinars



99%
rated the training
as good or excellent

Networks

33
advocacy
network meetings
supported



Engagement

264
engagement
events across
Wales



Quality



Investing in
Volunteers
quality
standard

Case stories

Fred was a 57-year-old man living in a council house. He had multiple health issues including enlarged kidneys, chest pain and being partially sighted with 80% eyesight loss. He had also recently suffered from epilepsy, resulting in hospital stays. Fred had no family support, due to a family fall out, and he felt desperately lonely.

Fred used to go to the local day centre where he was involved in many activities such as craft and art. But since COVID the centre closed. He then attended a digital literacy course for several months, which had also ended. Due to his health situation, he didn't go out much and didn't do any activities. He didn't drive and got around by bus or taxi. Due to his condition and mobility issues, Fred felt isolated and was really in demand of human interaction. Fred was interested in doing new activities in his community and in meeting new people. He was very interested to find out about volunteering opportunities.

Our HOPE Independent Volunteer Advocate worked well with Fred, presenting a range of volunteer opportunities tailored to his interests. He was more interested in roles in charity shops which were both close to him and where he could engage with others. Acting on his behalf, the advocate reached out to nearby charity shops, facilitating communication and securing a trial shift at Fred's preferred location. Following a successful trial, the charity extended a volunteer position to Fred, bringing him immense satisfaction and a newfound sense of purpose. Fred was very grateful for the support received from HOPE. He was very excited to embark on his new role, to help others and to create new connections within his community. Despite health challenges, he felt empowered, valued and his confidence had improved with the support of HOPE.

Jane suffered from a variety of health issues which hindered her vision and control over her hands and her house had been left in a state of disrepair following scams ran by rogue builders two years previously. Jane had lived on her own following the death of her husband and wished to move out of her current house to get closer to her sister, who had dementia. No work had been done regarding the house in the intervening two years and, despite being placed on a waiting list for discounted home repairs, no work had taken place and no timeline could be given. Whilst Jane was reassured that she was on the waiting list, she stated she felt 'very low'. She said she found it difficult to escape the issues caused by the builders and on a later call she made a disclosure of suicidal ideation.

Our HOPE Independent Volunteer Advocate discussed the challenges with Jane, the changes in her situation and the potential resolutions. Jane valued the opportunity to have support to face her problems. Her confidence blossomed and she noted how this reignited her to attempt to pursue her dream of moving closer to her sister again and she even took on some less physically demanding tasks herself. Jane received a refund from the builders, and although it wasn't nearly enough to rectify the mess they had left, it was enough to draw a line under a very long process and allowed a bit of closure for Jane.

By the end of the advocacy support, Jane was confident in advocating for herself and was fully motivated in getting her home to where she would like it to be. She had engaged with trusted contractors to fast-forward the house repairs and the work was almost finished. Jane reported that she had even had a go at DIY herself, which she enjoyed and had become her new hobby. Jane's feedback about the HOPE project was "10 out of 10", saying that now she felt confident to advocate for herself, listened to and supported through the process and not so alone. Moreover, Jane consented to being referred to a telephone befriending service and was made aware of helplines should she ever feel depressed again.

Gail had accumulated a significant bill with her electricity supplier. She had several conversations with them about the account but felt they were being unhelpful and not willing to communicate with her. Gail had become very stressed over the matter and was constantly worried about it. She was very frustrated as a result of trying to speak to the supplier and not feeling they were very understanding.

Our HOPE Independent Volunteer Advocate supported Gail to obtain more information about the history of the charges. After several communications it became apparent that the account had built up around nine months earlier when Gail had purchased a hot tub and thought it was more economical to leave it switched on all the time.

The advocate supported Gail to seek agreement with the supplier to pay off the debt in additional payments each month to gradually clear the debt and to avoid legal action being taken. As a result of the advocate communicating on Gail's behalf, it relieved a great deal of stress and worry for her which made a significant difference. The agreement to make overpayments, spread across a number of months, enabled her to feel that the debt was being dealt with and reducing over a period of time.

Kate was very concerned about evidence of mould on the inside of the gable wall of her house. It was thought there might be a problem with the guttering, but she was unsure how to approach this. The mould had been increasing over a considerable period of time, resulting in Kate feeling more and more stressed about the situation. However, she didn't feel confident in approaching a local tradesperson herself as she had heard stories of people receiving poor quality service. This had resulted in Kate not feeling she knew where to start in solving the problem whilst knowing it was getting worse both in terms of appearance but also damaging the external wall to her house.

Our HOPE Independent Volunteer Advocate visited Kate and together they inspected the outside of the house. There was evidence the guttering was bowing and was probably blocked. Kate agreed for the advocate to source a local tradesperson who carried out work to gutters. The Advocate researched the area local to Kate for relevant tradespeople who advertised for roofing repairs. After speaking to three tradespersons on the telephone, two were invited to visit the property. Subsequently only one tradesperson turned up as agreed. The Advocate attended when the tradesperson called to support Kate.

A tradesperson was subsequently appointed after agreeing a price with Kate and he re-fitted and cleared the guttering. The advocate inspected video footage provided by the tradesperson with Kate so they could be satisfied the work had taken place in full. Kate was very grateful for the engagement by the advocate as she didn't feel at all confident in dealing with tradespeople and was very anxious about being deceived into paying money and not having the problem resolved. Kate was able to start thinking about the longer term of re-decorating the affected wall once it had dried out. This had made her feel so much better rather than the worry of visually seeing the mould increasing.

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