

VOLUNTEER

newsletter

2025 Issue 01

VOLUNTEER

Featured Inside...

**Welcome from
the Volunteer
Coordinators.**

**Meet our new
volunteers including
Cracker the 'Pets as
Therapy' dog.**

**Volunteers' Week
Coffee & Cake.
You're Invited!**



From the Volunteer Coordinators Desk...

Hello and welcome to this issue of our Volunteer Newsletter! As the volunteer service in Carlisle and Eden is growing and going from strength to strength, we thought that it would be a good time to update you on everything that's happening in our volunteer teams.

We are particularly excited about Volunteers' week, Monday 2nd to Sunday 8th June 2025 (see inside).



Carolyn Greenhalgh



Sue Munro

We will take this opportunity to say a very big THANK YOU for everything that you do on behalf of the Carers. We hope that you enjoy this first issue of our internal letter and please, share your feedback.

Meet some of our new volunteers



Jennifer Sharrock
Sitting Service Volunteer

"Hi, my name is Jen Sharrock. I'm a new volunteer for the Sitting Service. I was born in Barrow-in-Furness and I moved to Carlisle in 1979. I worked in Boots for 25 years and also ran slimming classes for many years so I am a good communicator. In my spare time, I enjoy walking with friends. I am looking forward to meeting everyone at the Pot Place during Volunteers' week and getting some good ideas from you all."

Emily Smith
Young Carer Volunteer

Emily has volunteered with us since October 2024. She mainly volunteers with the Young Carers group. As a young carer herself, she finds it very interesting to meet the children and young people who have experienced something similar to what she did. Emily also volunteers at some of the Coffee Hubs for adult carers which she finds very fulfilling. She loves to have a good conversation while keeping the carers company. Emily is currently studying Psychology at the University of Cumbria and hopes to become a clinical psychologist in the future, something volunteering is setting her up for perfectly.



Eruke Ebruba Otuwashe
Hub Volunteer

"Hi, I'm Eruke but you can call me Rukky. I am a Biomedical Science student who aspires to work in the healthcare industry in the future. I've always thought I was not a "people person", but after I started volunteering, I've realised that I love and enjoy interacting with people because of everyone's uniqueness and especially when it brings positive change to their lives. I have been attending the Cornerstone Café Coffee Hub, which is soon to be moving to the Carer Support Carlisle & Eden Offices at Warwick on Eden. Outside of volunteering, I like to edit videos, study about space and learn new languages."





Taurai Nigel Mafundikwa **IT and Social Media**

"Hi! My name is Taurai Nigel. I'm a creative volunteer with a passion for community development and social justice. I love meeting new people from different backgrounds and learning their culture, interests and what keeps them going. Beyond volunteering, I enjoy a good Barbeque, following social debates, listening to music, travelling and football. Here's my favorite quote from Wanda Sykes: "If you feel like there's something out there that you're supposed to be doing, if you have a passion for it, then stop wishing and just do it."

Basic IT Support

We have a volunteer service for Carers facing challenges using or setting up their phones, tablets or laptops. Navigating the internet and gadgets can improve quality of life for our carers through access to various resources online. We have two volunteers who can assist with troubleshooting and help Carers with simple IT problems in their own homes.

ITips: How to spot an online Scam

Use of Pressure tactics

Scammers tend to apply pressure on their targets to participate in the scam. They use negative pressure which may include threats to be sanctioned by the police or other authority. On the other hand, they use positive pressure which may include promises of rewards that need to be collected by sharing some personal information or funds. Always remember that all legitimate dealings from businesses or individuals should not require you to act immediately. Always take your time and conduct due diligence especially when your personal information is concerned.

SCAM ALERT

Celebrating 2024– 2025

Total number of active volunteers: **36**

Number of new volunteer applications currently being processed: **4**

Total Volunteer Hours 2024/25: **1735**

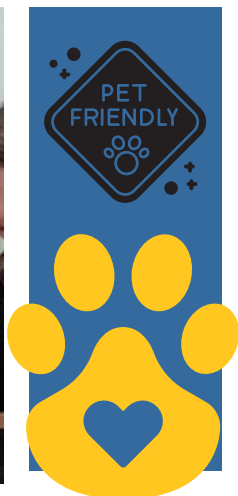
Number of Volunteer sits for the sitting service 2024/25: **419**



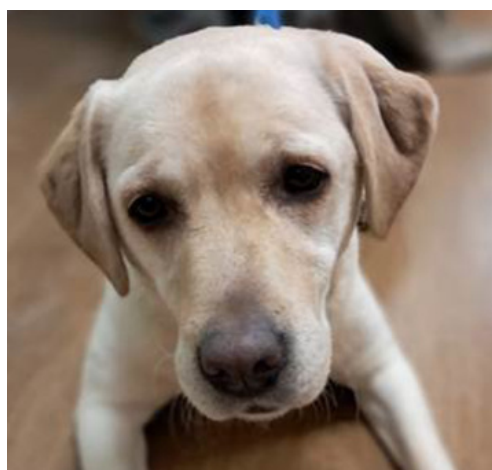
All smiles at our 2024
Volunteer Thank You
meal.

Carlisle Youth Zone: A fun & safe place for challenges & opportunities...

Meet Bill & Cracker



As you can see in the picture below, Cracker is the most reliable stress reliever and smiling pup complete with his own Identification badge and ready to serve. Cracker has been a big hit with the Young Carers and a bringer of paw-sitive vibes! We appreciate Bill and Cracker for their time and the physical, emotional and social support they provide. A fun fact is that pet therapy is a proven method of easing isolation and negative feelings through providing a non-judgmental pet friend with plenty of cuddles.



During school term, we run an after-school club for the Young Carers at Carlisle Youth Zone. Since December 2024, the after-school club has also been attended by our Volunteer Bill and his 'Pets as Therapy' dog Cracker. Pets As Therapy (PAT) is a national charity that enhances the health and wellbeing of thousands of people in communities across the UK through temperament-assessed pets. Through the PAT programme, people of all ages get the chance to chat to someone and stroke a friendly dog or cat.

About Carlisle Youth Zone

Carlisle Youth Zone is a safe space for young people to explore and cultivate their potential in a fun and creative environment. They are open 6 nights a week and during school holidays they run a successful Holiday Club. The Youth Zone provides a safe meeting place for young people, particularly those from disadvantaged backgrounds where they can, for a nominal entrance fee, participate in a wide range of positive activities.





Get Involved

2nd - 8th
June

volunteersweek.org

#VolunteersWeek



Our 2025 Volunteer's Week is between Monday the 2nd to Sunday the 8th of June. This is an important celebration for us in light of the considerable effort that volunteers contribute to our cause. As in the words of the American author Elizabeth Andrew "Volunteers do not necessarily have the time, they just have the heart." We recognise the enormous self-sacrifice and dedication to local communities, with no expectation of return beyond making a positive difference and impact in other people's lives. From lending a companion's ear to sharing professional skills, volunteers are central to the work that we do as Carer Support Carlisle and Eden.

What is Volunteer's Week?

Over the last 40 years, organisations, communities and individuals across the United Kingdom come together from the first Monday of June to celebrate the effort of volunteers contributing to different causes in our society. This invaluable contribution has made an impact and changed the lives of millions of people and in this moment, we appreciate their effort and say Thank You! While we reflect, just how important is this contribution? According to the official Volunteer's Week campaign, in 2024, Volunteers added £4.6 billion in productivity gains to the UK economy in 2024 and 14.2 million people in the UK have formally volunteered at least once a month.

Who can Participate in Volunteer's Week?

Various activities will be hosted across the country recognising the day and as Carer Support Eden and Carlisle, we invite our staff and volunteers to join our Coffee and Cake event set for Wednesday the 4th of June, 2pm at [The Pot Place Garden Centre and Tea Room, Station Yard, Plumpton, Penrith CA11 9GT](#). To register your attendance, please contact our Volunteer Coordinators, Sue or Carolyn.



Our venue: The Pot Place Garden Centre

What to expect on the day

Expect to join a group of like-minded people sharing our experiences in the various capacities in which we are volunteering. Above all, bring your fun boots as we enjoy some light-hearted conversation and good company.

Thinking of doing more?

Our volunteer service continues to grow gradually thanks to you. As of now, our services include the following capacities: Companionship Sitting, Carers' Hub sessions, Call Companionship, Young Carer sessions, Administration, IT Support, Social Media, Fundraising and Specialist Skill Volunteering. You can contribute to more than one field or recommend anyone else to join us.



Carer Support Carlisle and Eden staff team (March 2025)

The Volunteer Sitting Service A Carer's perspective.

I am the sole, full-time unpaid Carer for my wife who suffers from Dementia. My role is to take care of the domestic, administrative and personal needs of our household. We have been extremely fortunate in finding through the good offices of the Carer Support Carlisle and Eden team, a Sitting Service Volunteer who visits the home for two hours weekly. This good lady sits with my wife in the home, makes coffee and generally they "put the world to rights,," My wife looks forward to her visits and sings her praises to whoever is willing to listen.

A truly genuine and mutual friendship has developed over the months thanks to the generosity and empathetic approach of our dear Volunteer. Not only does she bring a new dimension to our household every week, at the end of the visit when she hands over, she provides me with a trusted review of how she has found my wife's demeanor and current state of mind. She also offers a comparative synopsis of my wife's condition over the past few weeks.

From a Carer's perspective, the weekly visit more importantly allows me to escape my responsibilities for a couple of hours knowing that my wife is not only being cared for, but that a new friendship is developing.



Therefore, in summary, I find the service being provided by our carer is a positive and invaluable provision for both my wife and I. The support of our Volunteer is both practical and psychologically invaluable for us both.

The service being provided by the team has been excellent with the reassurance that should the present arrangement cease, then future assistance could be offered. My only concern is that whilst I understand the rationale of limited resources and increasing demand, the proposed limit of eight weeks per client could have devastating effects on the person being cared for and possibly seen as an abandonment with far reaching consequences.

In conclusion, our experience of the service being offered has been invaluable and greatly appreciated. The arrival of our visitor is the highlight of the week for both my wife and I and speaks volumes as to the expertise she brings to her role.

Introducing our Call Companion Service

We have recruited several friendly volunteers who have joined us to help deliver our Call Companion Service, allowing Carers who might be feeling lonely or isolated to chat to someone from the comfort of their own sofas! The aim of our Call Companion Telephone service is to provide Carers with some extra support in the form of a regular 20-to-30-minute telephone call, at a mutually agreed time, which offers them a listening ear and an opportunity for conversation.

Our volunteers have gone through an intensive application and recruitment process that involves taking up references, an induction to our organisation and a Disclosure and Barring Service (DBS) certificate.

They understand the importance of confidentiality and privacy, are sensitive to the needs and experiences of Carers and simply want to help support them in their caring role, if they can.

Meet one of our Call Companions, Karen Atkinson.



Karen is a freelance book editor and former academic researcher. She also works part-time in a local independent bookshop. She is currently retraining to be a therapeutic counsellor and is looking forward to the next stage of her studies. Away from work and volunteering, Karen spends a lot of time reading and dabbles in creative writing. She also enjoys growing food, foraging and learning about plants and herbal medicine. She can often be found walking in the fells and woodlands with her dog or swimming in lakes and rivers.

Thank you so much for being a member of our staff and volunteer family. Your compassion and empathy empower our community and create real change in people's lives. Don't forget to RSVP for our Cake and Coffee event on the 8th of June as we come together to celebrate Volunteer's Week. If you have any questions or require support, please don't hesitate to get in touch with the office.

Designed & produced by Taurai Nigel Mafundikwa (IT & Social Media Volunteer).

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