

# Kent Coast Volunteering

Connecting Communities In  
Dover, Thanet, Folkestone & Hythe

## YOUR NEWSLETTER

Welcome to your newsletter from all of us here at Kent Coast Volunteering. We are pleased to share with you some very special moments and feedback from our staff members, trustees and volunteers, which all show the the importance of the work we do.

QQ We continue to do brilliant work combatting loneliness and isolation and connecting communities through volunteering thanks to your support - and I wanted to say a big thank you. You are very welcome to contact me [emma.cooney@kcv.org.uk](mailto:emma.cooney@kcv.org.uk) 01304 367898.



Feedback for our services includes: "I can't praise her and the whole service enough. There are so few programmes like this and they are absolutely essential" - daughter of a beneficiary of our Good Neighbours Service about the project and Coordinator Sarah Murnane.

"Thank you so much for Kevin who was an absolute Godsend yesterday. Kevin was a total brick, immensely patient and very kind and very helpful. I am very grateful." - member of our transport service about volunteer driver Kevin. Thank you Kevin!



### A Message from Cam Fitzwilliam-Grey our new Volunteer Chair of Trustees

We want Kent Coast Volunteering to be at the heart of your community, supporting both volunteers and volunteering to help make things better where you are. Everyone at KCV is immensely proud of the work we are doing, and so grateful for the help we receive each year from all our supporters. QQ

## A Very Special 'Thank You' and Join our 500 Club!

Long-time member of staff Mark Connorton has worked for us for 21 years! He started at Shepway Volunteer Centre and stayed to steer the charity through it's evolution as Kent Coast Volunteering. During this time, he has been a Volunteer Connector, Transport Manager, Deputy Manager and supported numerous other roles. His knowledge of Folkestone & Hythe District's voluntary sector and passion for volunteering is incredible. He is particularly dedicated to involving people with special educational needs and other sometimes excluded groups. Mark is retiring.

We will miss him and can't thank him enough for his work for KCV.



The 500 Club is your opportunity to contribute and support the work of Kent Coast Volunteering plus be in with a chance to win cash at the same time. Win-win! For only £12 per year, you are entered into our monthly draw with a chance to WIN £50, or £150 at Christmas!



Don't miss your chance to join! - You can join when you phone up for your transport renewal, or email [transport@kcv.org.uk](mailto:transport@kcv.org.uk) if you have any questions.

Don't forget to let your friends and family know too!

# OUR COMMUNITY TRANSPORT SERVICE

Kent Coast Volunteering provides an essential, volunteer-led community transport service for Dover District, Folkestone, Hythe and Thanet, plus surrounding villages. This service enables residents to attend Hospital, GP and dental appointments, as well as to visit relatives, go shopping or attend social events helping those living in the area to remain as independent as possible, therefore helping to prevent isolation.

Last year 55 volunteer drivers volunteered approximately 6000 hours taking more than 1000 transport members to medical appointments and vaccinations. We always need more volunteer drivers and, as you can see from these great comments, it really is a fulfilling and rewarding opportunity, and no two days are ever the same!



Vanessa Cruwys

I recently moved to Broadstairs, and I am really enjoying driving local people to appointments as a way to get to know the area as well as providing a service to the community. Its lovely to chat to people and hear their stories, everyone is so appreciative.



Peter Erlam

I love helping others by transporting them to medical appointments. It also gives my day structure. It also gives me great satisfaction to know that i meeting an important community need



John McCoy

Volunteer driving is my chance to help people in a way which is reasonably easy for me - but can make a huge difference for those people requesting lifts, and who could otherwise face complicated and costly journeys to their destinations.

Its always an opportunity to chat with people – and meet people from different backgrounds. No two trips are the same!



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### Volunteering



Volunteer Community Transport  
01304 380513 - [www.kcv.org.uk](http://www.kcv.org.uk)

## JOIN THE TRANSPORT TEAM

Jessica Martin, our Senior Transport Coordinator, manages the busy Community Transport Team alongside Ronnie and Julie. We could not operate without our wonderful office volunteer team that includes John, Jill, Lynn, Andrea, Camilla, Lisa, Karen and Phillip. Together they manage hundreds of phone calls each month, ensuring those clients get to their appointments on time. They are warm and welcoming, answering the telephone, and booking journeys on the computer. We are always looking to recruit office volunteers. Please contact us if you have the skills to help.

**Call Transport 01304 380513**

**WE NEED YOU TO BECOME A VOLUNTEER DRIVER!**



# GOOD NEIGHBOURS SERVICE

The Good Neighbours Service is a volunteer befriending service aimed at reducing the feeling of loneliness and isolation among older people in our communities.

Our volunteers are not carers, cleaners or nurses, but can help by simply being a friend. Read the stories below. We have changed the names. The photos are some of our matches and befrienders.

## Celebrating Befriending

A HOUSEBOUND man hopes to go bowling again, thanks to Kent Coast Volunteering's befriending project.

Our charity matched a champion bowls player from the 1990s with a volunteer who has researched the local clubs so they can play a game together.

There are so many stories of how our Good Neighbours Service volunteer befrienders are helping to connect people with the community.

Another man turned to volunteering to help him find meaning after his wife died. The octogenarian was acutely lonely – and decided to help other people who were feeling isolated. He is now matched and Coordinator, Michaela Luckett, says: "There's a real joy there for both of them."

A man suffering from agoraphobia was unable to see his wife who had been in a care home for 18 months. But with the support of his befriender, he is going to see her now.

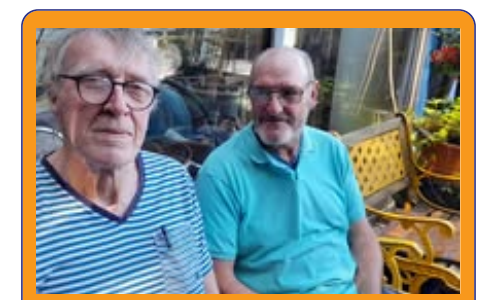
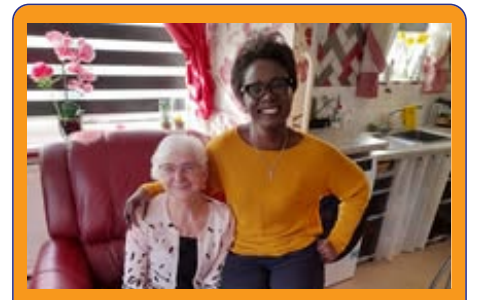
Coordinator, Sarah Murnane, says: "The role of a befriender is so much more than just visiting a lonely or isolated person. It is life changing for the better for so many of our clients. My visits always end knowing that I have made a difference just by chatting and getting to know them. The joy that the client shows when they are matched is what this role is all about."

Volunteer befrienders also report how the service boosts their wellbeing.

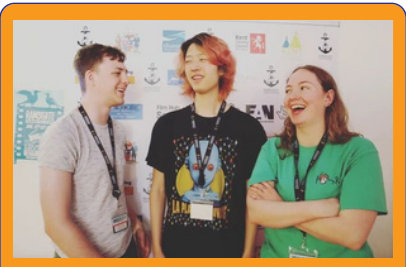
Lori, whose match struggles with early dementia and mobility issues, says she has been able to help in many ways including shopping and hospital visits: "I get as much out of befriending as my match does."

Volunteer Hayley says: "I joined the befriending service to try and make a difference to someone's life, my job in retail is soul destroying and I wanted to feel like I was helping. Well, it's given me much more than that, in Joyce I have made a new friend, we get along well, and she gets my sense of humour. So, thank you Joyce."

Currently 60 trained Volunteer Befrienders provide more than 3000 volunteer hours supporting 80 isolated older people. Could YOU help someone feel less isolated? We always need volunteer befrienders. Contact [gns@kcv.org.uk](mailto:gns@kcv.org.uk) or call 01304 367898.



## Our Volunteer Connectors



The Volunteer Connector service has made a significant impact, reaching 900 individuals and working closely with over 200 people to help them develop confidence and improve their wellbeing through volunteering.

Notable success stories include: Naveed, an asylum seeker who volunteered at several organisations and is now working part-time, catering, and enrolled in university. Sophie, a retiree who wanted to connect with her new community and took on multiple trustee and executive committee roles after speaking to us. Tony, referred to us by the job centre who overcame anxiety through volunteering at a Thanet food project. Nina, a young volunteer with social anxiety, who helped make costumes for the Great British Carnival using her fashion talents. In Dover, Kevin has been volunteering with Leaps & Bounds for a year, making a huge impact by helping maintain the site. Stefan, who has ill health, continues his graphic design work through volunteering, finding it a source of purpose and achievement.

The small and big differences made by volunteering is fantastic to see.

Have a little spare time? Looking to volunteer?

If you, or anyone you know, is looking to volunteer but doesn't know where to start, then contact our volunteer connectors. Sharon (Dover), Mark (Folkestone), and Selena (Thanet) work closely with other charities that offer volunteering opportunities.

Call 01304 367898 and leave a message or email them on [volunteering@kcv.org.uk](mailto:volunteering@kcv.org.uk)

Find out more about volunteering <https://kcv.org.uk>

# AND FINALLY.....

## Christmas Raffle!



We are excited to launch our Christmas raffle again this year. Tickets are only £1 each, giving you the chance to win a range of fabulous prizes, including hampers, days out, vouchers and gifts through the mail. We will be adding more prizes throughout the next few months. We have included some tickets with this newsletter, just send your stubs along with payment back to the office. You can buy more tickets when you phone to renew your transport membership.

Don't forget friends and family too!!

## Gift Aid

Are you a UK taxpayer?\* If you pay income or capital gains tax the GiftAid scheme will increase the value of some of your payments to Kent Coast Volunteering by 25% at no additional cost to you, or us! This extra income goes toward helping us to meet our rising costs and continue to support people over the next year.

You can sign up to our GiftAid scheme when you renew your membership on the phone, or you can fill out the form below and return it to us at our office address below.

*giftaid it*

\* Please be aware that you must have paid income and/or capital gains tax at least equal to the amount of GiftAid reclaimed by all charities on your donations in the tax year.

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I am a UK \*taxpayer. Please treat all donations I make, or have made, to Kent Coast Volunteering as Gift Aid donations until further notice.

My Details:

Title .....First name or Initial(s) .....

Surname .....

Full Home Address .....

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# THANK YOU FOR YOUR SUPPORT!