

2021-2022

Volunteers

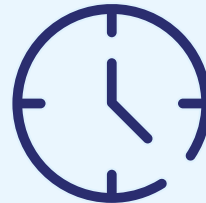


147

volunteers active over the year

531

enquiries this year



2,121

volunteer hours

100%

felt they received excellent or good support



People supported

2,072

contacts made through case work



463

referrals received

114

people supported to find more appropriate services



565

issues dealt with

100%

of people were responded to within 7 days



98%

felt they had their voices heard



89%

of people said they had their issue(s) resolved positively

11% were unsure

Ambassadors

6

trained and active ambassadors



Training



114

sessions delivered

886

people attended our development / training events and webinars



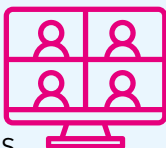
99%

rated the training as good or excellent

Networks

44

advocacy network meetings supported



Engagement

196

engagement events across Wales



Quality



Quality Performance Mark (QPM) achieved

Case studies

Ms F had some building work done in her house, and the poor workmanship had caused problems with the electrics.

The issues had meant that Ms F was only using the ground floor of her house until the wiring could be corrected upstairs. She wanted to make a complaint to the builder but wasn't sure what her rights were in respect to getting this work put right.

Our HOPE Independent Volunteer Advocate researched Ms F's rights regarding trading standards and small claims. Ms F felt that her self-confidence had improved significantly, she felt empowered to deal with the complaint letter herself to the builder based upon the information provided about her rights.

Ms G had received a poor standard of care from a local hospital, that had left her with significant mobility problems.

She wanted assistance to draft a letter to address her complaint.

Our HOPE Independent Volunteer Advocate helped Ms G gather facts about her health issue into a timeline and drafted some brief notes so that Ms G could be signposted to the Community Health Council Advocate. Ms G felt that her self-confidence had improved significantly and empowered to deal with the complaint letter herself to the health board.

Ms S needed support with getting a new boiler fitted to her property. She was anxious that she wouldn't be able to afford to install the boiler before winter, leaving her with no heating or hot water.

Our HOPE Independent Volunteer Advocate liaised with the NEST Warm Home scheme and Care and Repair and secured a grant towards the cost of the boiler. This enabled Ms S to negotiate a deal with a local plumber and the boiler was fitted before winter.

Mr L was looking to get voluntary work, preferably a driving role. Due to mild learning difficulties, he needed support to find opportunities in the area and to contact the relevant people. Mr L lacked the confidence to know what to say, and how to take his application forward in the best possible way. He was feeling lonely and felt discriminated against due to his mild learning difficulties.

Our HOPE Independent Volunteer discussed each option with Mr L, empowering him to decide which role he would like to apply for and supported him with his application. Mr L is now a volunteer doing a role he enjoys and feels less isolated.

Ms Q was a carer to an old family friend, but he lived some distance from her home, and she had to travel there every day.

During lockdown, she had moved into his spare bedroom so that she could continue to care for him. She wanted to move to a new home closer to her friend. Ms Q had been a carer for years but had never seen herself as such. The person she was caring for wasn't in receipt of Attendance Allowance and Ms Q wasn't in receipt of Carers' Allowance.

Our HOPE Independent Volunteer Advocate helped her consider her options and Ms Q decided to buy a small flat near her friend that was also near to one of her children. Our Volunteer Advocate put her in touch with the local Carers' Hub and they arranged for her to have a Carer's Assessment. Her friend is now getting Attendance Allowance. Ms Q feels very positive about the future and she's also aware of all the support that's available out there to carers, should she need it in the future.

Ms V had a lot going on at home and was feeling overwhelmed and stressed trying to resolve a few issues, as she didn't know where to go or who to speak to. The main issues were around finances and benefits, but also included support from the Council.

Our HOPE Independent Volunteer Advocate supported Ms V to break down the issues, prioritise and deal with them one at a time. Our Volunteer Advocate researched the issues and contacted some agencies on her behalf and also empowered her to contact some of them herself. This resulted in Ms V feeling able to continue with the work herself and empowered to self-advocate.

Mr W wasn't steady on his feet and found it difficult to go out. He needed cash to pay the people who did his shopping for him but couldn't easily get to the bank.

Our HOPE Independent Volunteer Advocate researched local organisations offering community transport and helped Mr W arrange lifts to the bank. Our Volunteer Advocate also helped him identify other organisations who could help with his shopping.

Mr JJ was struggling with noise from the flat immediately above him. This had been going on throughout the pandemic. He was in very poor health and he was sleeping very badly. The relationship between Mr JJ and the tenants upstairs had become very poor. He was feeling very depressed and unsupported by the housing association staff.

Our HOPE Independent Volunteer Advocate contacted Mr JJ's housing association and the landlord of the flat upstairs. In the end, the tenants upstairs left and Mr JJ's was allocated alternative housing association staff to contact in the future. Mr JJ felt great relief and that it was like a new start. He said, "my flat used to be my little palace and hopefully, it can now become that again".

Mrs KK had received a large bill from an energy supplier and wanted to find out why this bill was outstanding, as a direct debit had been set up. Mrs KK was feeling stressed and anxious as she didn't understand why she was being charged.

Our HOPE Independent Volunteer Advocate contacted the energy supplier who provided Mrs KK with information about the bill. After understanding why she being charged, Mrs KK paid the bill. Mrs KK felt listened to, supported and informed.

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