

2022-2023

Volunteers

 <p>183 volunteers active over the year</p>	<p>504 enquiries this year</p> 	 <p>2,867 volunteer hours</p>	<p>100% felt they received excellent or good support</p> 
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People supported

<p>2,694 contacts made through case work</p>	 <p>470 referrals received</p>	<p>38 people supported to find more appropriate services</p>	 <p>705 issues dealt with</p>
<p>100% of people were responded to within 7 days</p> 	<p>97% felt they had their voices heard</p> 	<p>83% of people said they had their issue(s) resolved positively 11% were unsure</p>	

Ambassadors

9
trained and active ambassadors



Training

 <p>129 sessions delivered</p>	<p>1,018 people attended our development / training events and webinars</p>	<p>★★★★ 99% rated the training as good or excellent</p>
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Networks

42
advocacy network meetings supported



Engagement

260
engagement events across Wales



Quality

INVESTING IN VOLUNTEERS
BUDDSODDI Mewn GYMHOEWRWYR



Investing in Volunteers (Iiv) achieved

Case studies

Mrs LL had bought a coin. She was then sent another as a trial and told she could return it free of charge if she didn't want it. After returning the coin, Mrs LL began receiving up to three calls a week from the company demanding payment of more than £600 or return of the coin. Mrs LL felt the company weren't listening to her and they insisted she must have lost the coin. She was feeling harassed, stressed, and discriminated against due to age. Mrs LL was also worried about legal action being taken against her.

Our HOPE Independent Volunteer Advocate supported Mrs LL to get access to receipts from the Post Office for proof of postage of the coin. Mrs LL was empowered to write a letter to the company explaining the situation and the steps she had taken. The company agreed that the matter had been cancelled and apologised to Mrs LL. She was able to feel relaxed and assured that no more phone calls would be made demanding money.

Mrs OO was living in a rented home which had flooded. She wanted to move to social housing but the council wasn't responding. She was feeling incredibly anxious about the situation, particularly whenever it rained. Even talking about the situation made her anxiety rise. Our HOPE Independent Volunteer Advocate empowered Mrs OO to self-advocate. She contacted the council again and they made her a priority, with a move imminent. Mrs OO felt much more confident about her ability to be heard and to make things happen, knowing she could contact HOPE again if she needed further help.

Mr TT had received an electric bill for over £3000. He'd self-advocated and reduced the bill significantly, but still felt the bill was too high. Our HOPE Independent Volunteer Advocate supported Mr TT to provide proof of bills, money paid and energy usage to the supplier who agreed to a further refund. Mr TT was thrilled with the outcome and was happy that he'd finally managed to get support in achieving more affordable bills. He felt relieved, happy, more relaxed and grateful for the support.

Mrs UU had an electronic tablet but didn't know how to use it. This left her feeling isolated and overwhelmed. Our HOPE Independent Volunteer Advocate helped explore various options. Mrs UU had previously received good support from her local church and the advocate helped her explore how she could ask them for help. Mrs UU felt confident that she had a number of options to take up when she needed help with her electronic devices.

Mrs VV needed help getting the council to repair damage caused by damp inside her council property. Her health problems were exacerbated by the damp issue in her living room. Mrs VV was also embarrassed by the state of the wall in her living room, especially when there were visitors. The council had attended the property over several months but couldn't agree what was causing the problem. Telephone call-backs were promised but never materialised.

Our HOPE Independent Volunteer Advocate attempted to contact the council by various means, but these highlighted the communication problems that Mrs VV had experienced with the council. The advocate contacted the local councillor on behalf of Mrs VV. The councillor responded very quickly and as a result dates have been agreed for the work to take place. Mrs VV felt very relieved that she no longer needed to worry about the stress of trying to contact the council. She was pleased and very thankful.

Mr WW needed to make a Blue Badge application after previously being turned down. He had breathing difficulties from mining which made walking any distance a real struggle. Just getting to the Post Office to make the application was difficult. Our HOPE Independent Volunteer Advocate helped Mr WW get information from his GP to support his application and helped him complete the application online. Mr WW was very pleased and the Blue Badge will make a big difference to him.

Ms AAA was being evicted by her private landlord and this was the second time this had happened to her in private rental accommodation. Ms AAA wanted to move into social housing and was feeling anxious due to the imminent risk of homelessness.

Our HOPE Independent Volunteer Advocate supported Ms AAA in liaising with Shelter to get advice and to complete forms in order to be placed on the council housing waiting list. The advocate also supported Ms AAA to contact the floating support team at the local authority, who allocated a homelessness officer. The homelessness officer was able to talk to the landlord, who agreed to be lenient as she was actively looking for new housing. Ms AAA was relieved to be getting support.

Age Cymru, Ground Floor,
Mariners House, Trident Court,
East Moors Road, Cardiff, CF24 5TD

Tel: 029 2043 1555

E-mail: enquiries@agecymru.org.uk

www.agecymru.org.uk

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Mr BBB's energy provider which had gone into liquidation. Several months later he had received a final demand for a large amount which the company claimed was outstanding on his account. The letter advised that the debt was being passed to a debt collection agency. Mr BBB paid the amount because he was worried about what would happen if he didn't, but he was unsure whether he actually owed it.

Our HOPE Independent Volunteer Advocate contacted Ofgem to find out which administrator had overseen the liquidation. The advocate worked with the administrator to get a full breakdown of all the payments Mr BBB had made to the energy company and they were able to establish that nothing was owed. Mr BBB was refunded the amount in full. Mr BBB was relieved to receive his money back and delighted with the assistance his advocate provided. He said that although he lived alone, he didn't feel like he was on his own with his advocate on board.

Mr DDD needed help with several issues due to the Cost of Living Crisis. He was very anxious about his income and whether he owed anyone money. Mr DDD believed that he owed money for care that had been provided to him but didn't know how much it was. He was also afraid that he might owe large sums of money to his energy company.

Our HOPE Independent Volunteer Advocate found out that Mr DDD only owed a small amount for care. Mr DDD felt that this was an amount he could afford, so he found this information very reassuring. The advocate also found out that he owed no money to his energy company at all and that, in fact, his account was in credit by several hundred pounds. Mr DDD was very happy about this, because this would help him pay future bills at a time of year when he would use more energy due to the cold weather. Mr DDD felt very relieved with these concerns off his mind.

