



COMMUNITY
CHAMPIONS

GET IN TOUCH Rohini, Jenny Sam or Crystal
9.00—5.00 Monday - Friday
Phone us 01858 439262
Email: champions@vasl.org.uk
Or call in to First Floor, Torch House,
Torch Way, Market Harborough LE16 9HL

Volunteer Newsletter November 2017

Digital Champions

63% of households have a tablet, particularly older people who don't want a personal computer. We are helping people to get online, with tablets and laptops, some complete beginners others wanting to learn a particular skill. Here are some examples

1. One client started using Face Time and was able to see who was working in the VASL office and the views from the office windows. Seeing who you are having a conversation with brings a valuable dimension to the contact.
2. One client learnt how to use E-Bay to sell and buy things in an auction.
3. Jenny gave clients business cards with their emails on so they can choose who they want to correspond with
4. Clients have been introduced as email buddies on the basis that if you learn a new skill unless you use it, you will lose it!
5. Another client with a visual impairment learnt more about his Dolphin reader and to access the news and play CDs on lap tops.
6. A popular request is to be able to store and sort photos.

One of the security questions that clients answer setting up a tablet is What was you the name of your first pet? Difficult when it was 1924!

We have eight volunteers who are supporting clients, they are making such a difference, but a couple have had to step down. Would you like to help other people to get on line? You need

- * Patience
- * Confidence in using a computer, but you don't need a degree or to have worked in IT.

We are about to arrange the next set of training please get in touch with Jenny to find out more.

Sam recently attended the Lutterworth Big Information Day, hosted by Age Concern. It was a great day, with the opportunity to meet lots of local people and services. Amongst the many interesting services available were Severn Trent reminding us that they have grants available to people struggling to pay their water bills as well as ways to save water and money. The Warm Homes Scheme provided by PECT supports people struggling to pay their energy bills and keep warm on a budget in winter. For more information call Sam on 01858 439262.

Fraud awareness

The Fraud Awareness training was very good, full of sensible advice on how to be vigilant .
Fraud can happen to any of us.
Don't agree to anything without taking time to think about it, particularly estimates at the door .
Never send money to claim prizes.
Never give your pin number to anyone.
Listen to your gut instinct.

www.takefive-stopfraud.org.uk



Community Champions is funded by the Big Lottery

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October Gathering

About 20 people including volunteers, clients, community connectors and staff met at the Palmer's Garden Centre near Ullesthorpe, for morning tea and coffee. Conversation was buzzing as everyone caught up with each other's news: holidays, family events and plans for upcoming gatherings. Everyone made the new member of staff, Sam, very welcome, and it was nice to see some people come along that missed our last event. Four people were introduced to each other by Jenny, for them to exchange email addresses to keep in touch electronically between gatherings. An iPad was loaned to one digital client so as to practise with her digital champion and get a feel for the device, as it is



Swapping email addresses is an important part of our digital follow up.

something they might want to invest in for themselves. There was lots of good feedback about the venue although for a one hour gathering we would probably give ourselves more time on a return visit. As there is such a large store there too, some people stayed to go shopping, whilst others would like a chance to do this another time. A number of people expressed an interest in meeting for lunch in January which we will be looking into. A big thank you to Mick for providing the bus and excellent driving service, the other volunteer drivers that assisted with their own cars and to everyone who managed to attend this time. See you all at the Angel Hotel November 3rd 2 - 4pm for our next gathering; give us a call if you need help with transport.

Diary Dates

If you need transport for Community Gatherings please let us know one week in advance

New Volunteer Training 8th

November, 10-3pm. If you know of anyone who might like to volunteer with us, please ask them to contact us before this date, or you could join us for a refresher if you would like to.

Wednesday 6th December 10.30-11.30 am
Community Gathering at Langton Greenhouse for clients and volunteers.

Tuesday 12th December 3pm-5pm **VASL Christmas Party for Volunteers only**. A chance to meet the voluntary drivers, office volunteers & telephone befrienders.

Wednesday 13th December (time to be confirmed) our clients are invited to attend the dress rehearsal for a **school Christmas Performance**. Details to follow.

We hope to see you at our events.

Transport

Members of the steering group identified transport as one of the big barriers to reducing isolation, so we try to provide transport to our events. We use a variety of providers

VASL Social Transport, volunteer drivers using their own cars, who pick up people in the villages for our events.*

Harborough Community Bus driven by volunteers, the buses



all include a lift for wheelchairs. Travelling together is a great opportunity to continue the conversation.

This month for the first time we are using the **Leicestershire County Council** transport.

If you wish to transport your own client YOU MUST show us that you have volunteering on your car insurance.

WE DO NEED TO KNOW A WEEK BEFORE EVENTS if you or your client would like transport. Our Lottery funding means that we don't have to charge for transport.

We are VERY grateful to all the volunteer drivers.

* If you have a car and would like to be a volunteer driver for a few hours each week please get in touch with VASL transport 01858 468499