



**Camberley Care**  
Help in the Community

## Christmas Newsletter 2022

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## Message from the Chair

### Greetings to all our Volunteer and Handymen,

This is a great time to celebrate and thank all our volunteers: Drivers and Duty Officers. It's been a tough couple of years, but our trip numbers are up, and we are slowly inching up to pre-pandemic levels. We're not there yet, and our biggest challenge now is the need for more Drivers. So, we are therefore particularly grateful to all of you, both new and long-serving Drivers, for your support and dedication. Coming to the rescue for last minute trips, changes and sticking with us regardless. And to our Duty Officers, for their tireless and persuasive efforts trying to fulfil all of the many trip requests.

This quote, which some of you may have seen, really sums up how important we are to our clients. *'My life has been turned around by going to Frimley Baptist Church but without your drivers being able to take me and bring me home, I wouldn't feel as positive as I do. I can't thank you all at Camberley Care enough for everything you do. I have a new life. A life worth living'.*

A huge thank you also goes to our Handymen, Mark and Graeme. Since the re-launch of the Handyman Service in September 2018 our wonderful team have undertaken over 700 jobs. The glowing feedback we constantly get from our clients shows how valuable and much needed this service is.

Thanks also go to my fellow Trustees, Tony, Tim, Lesley, Janet, Sue, Ruby and Wendy. We are a team determined and focussed on doing what's best for Camberley Care (for our volunteers, clients, and office team). Improving, updating, keeping an eye on the finances, and saving costs where possible. Each one of us has an important part to play, but especially grateful to our Treasurer, Lesley, for saving us over £1000 on our year-end accounts and putting us forward to be one of Camberley Heath Golf Club's charities next year. And to Tony and his wife Wendy for taking on the very challenging Charity Portal updates.

And finally, let's not forget our wonderful office team, Sue and Wendy. What would we all do without you both. Your cheerful and positive approach to everything you do, is uplifting to us all. You both make it a joy to be part of this wonderful charity.

I wish you all a wonderful Christmas, happy and healthy New Year.

A handwritten signature in black ink that reads "Angela" with a stylized flourish underneath.



## Latest figures

### Transport Service (up to 30-11-2022)

As Angela said, our number of trips has increased to near pre-pandemic levels. Here are the figures.

From Jan 2022—Nov 22	
Total Trips	1803
Average Trips a month	163

Please remember that at the beginning of 2022 Omicron was around and our trips did not start taking off again until March.

We have taken on 89 new Transport clients.

### Handyperson Service

We have increased the charge for our Handyman Service to £23 per hour.

From Jan 2022—Nov 22	
Total Jobs	161

So far in 2022, we have taken on 41 new Handyman clients.

### New Volunteers

In 2022 we have taken on 8 new Volunteers. Welcome to all of those new to us!

## Office payment update

We currently have over 50 clients on our list who we send a donation statement (invoice) to at the end of the month, and each month we produce around 26 statements.

We are currently looking into the procedures of accepting card payments from clients over the phone.

## Marketing

We are trying some new marketing initiatives to get Camberley Care known out in the community. In 2022 we have

- placed an advert in the Heathscene magazine;
- placed an advert and were included in the Ramblings of the April 2022 Round and About magazine.
- Our name was up in lights with an advert at the Collectively Camberley Rooftop Film Festival and during the Camberley Christmas Lights Switch on.
- You may have seen the roller banner situated in the Vaccination Centre advertising for new Volunteer Drivers .
- We provided a raffle prize for both the Camberley Library Big Lunch and Surrey Heath Community Business Awards.



## Voluntary Support North Surrey Volunteer Awards

It was a very hard decision who to nominate for the Awards as we know every one of our volunteers deserves to receive an award. However we nominated

Vince Ayres for the New Volunteer Award. We are delighted to report that Vince won in this category. Very well deserved as it also recognised his voluntary contributions to the Alzheimer's Café and to the Memory Café.



We also nominated Barbara Price for the Long-Service Award for her fantastic 22 years with Camberley Care.

The whole of Camberley Care's Volunteer Team was nominated for the Volunteer Team award. This was represented by Bob Pritchard and Tessa Fullwood

A delicious tea and cakes was served





## Volunteer posts available

There is a national shortage of volunteers throughout the Charity Sector so we are very grateful for our wonderful team.

However, if you know of anyone who could supplement our team of Drivers please point them to our website, where they will find an application form, or get them to give us a call to find out more.

We also have an Admin Volunteer position available to help out as our office is getting much busier. We need someone to help with general admin tasks, with Excel, Word and Social Media experience.

If you know of someone, please let us know.

## Camberley Care Christmas Tea Party

On 6 December we held our annual Volunteer's Christmas Tea Party. We loved seeing all of you who could make it, and missed those that couldn't.

We held our usual raffle and were grateful to receive donations from Waitrose, Longacres and Tesco

The Mayor, Helen Whitcroft, also came to meet us.



## IT for Camberley Care

Our wonderful Charity Portal was built in 2015 and now needs some updates to bring it in line with current office procedures.

We have had a couple of changes so far and more are planned for 2023.

We are so lucky to have Wendy Bovenkamp making these changes for us.

Examples of changes to be made are:

- Being able to type more information for into the Client Information box to save you having to decipher our shorthand!
- Changes to the layout of the email you receive to make it clearer

## Comments from Clients

*'The driver was so lovely when they took us to our jobs. They were so patient and could not do enough to make the trip go well'*

*'Marvellous service and I love using it. It is a treasure to have this service on my doorstep'*


*'Thank you to all the volunteers for all the help you give me'*

*'Please pass on our thanks to your Handyman, who was very nice and did a splendid job. We are grateful to Camberley Care.'*

*'We have both had to give up driving at the same time, Camberley Care is our life saver.'*

*'I'd like to take this opportunity to tell you how invaluable this service is. I really don't know how we would manage without Camberley Care.'*





We hope you have the  
best Christmas and  
New Year!

Thank you for everything  
you do for Camberley Care!