

Meet Norman

A story of the impact a volunteer can make

Norman, a retired Sutton resident, spent his career advancing at the Bank of England as an auditor. With a rich background that includes serving as a trustee on the board of Age UK Sutton (AUKS), Norman possesses extensive experience at both strategic and tactical levels. Driven by a desire to understand day-to-day operations, he chose to volunteer and directly contribute to the community.

The Situation

For nearly a year, Norman has been an invaluable volunteer in the Community Support team at AUKS. He began as a helpline volunteer, dedicating an afternoon each week to answering calls and logging details into Charity Log. Demonstrating exceptional commitment and skill, Norman quickly transitioned to conducting one-on-one appointments with clients to fill out Attendance Allowance forms while continuing his helpline duties for two afternoons a week. This contribution allows advisors to focus on providing advice and managing more complex cases, significantly enhancing the team's efficiency.

The Impact of Norman's Volunteering on AUKS

Norman's contributions have been transformative for the Community Support team. Volunteers like him increase the team's capacity to handle initial client contacts and share relatable experiences, often forming strong connections with clients. Their availability allows them to spend more time with clients, a luxury paid staff often can't afford due to high demand.

Norman's efforts in filling out Attendance Allowance forms have been particularly successful, with clients frequently praising his thoroughness and proficiency. His dedication and effectiveness as a volunteer enable Age UK Sutton, especially the Community Support team, to assist significantly more clients than would be possible without such volunteer support.

The Impact of Norman's Volunteering on our Clients

Norman's volunteer work has had a profound impact on our clients. His compassionate approach and dedication to filling out Attendance Allowance forms have provided clients with the support they need to access vital benefits. Clients have expressed their appreciation for Norman's meticulous and caring manner, often highlighting how much they enjoy speaking with him and how his assistance has eased their stress and anxiety.

By handling these administrative tasks, Norman ensures that clients can focus on their well-being without the added burden of navigating complex forms alone. His presence on the helpline offers clients a reassuring and friendly voice, making them feel heard and understood. Norman's empathy and patience create a positive experience for each person he helps, fostering a sense of community and trust in Age UK Sutton's services.

In summary, Norman's commitment and skills not only enrich his own life but also make a substantial, tangible difference in the lives of those who rely on Age UK Sutton for support. We are profoundly grateful for his contributions and the positive impact he continues to make.

