

# NETWORK

## The Newsletter of Whitton Network

Registered Charity no 1117627

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Christmas 2022



### *A Christmas message from our Chairman*



What a fantastic year we've had this year with a return to an almost normal service here at the Whitton Network. We've managed to arrange five outings, with a trip to Notcutts Garden Centre, a day trip to Littlehampton and two fabulous performances from the London Children's Ballet and the Connaught Opera. As this letter goes to print, we are arranging a Carol Service and Tea Party with the Hounslow Evangelical Church.

A big thank you to everyone who has supported us this year including our funders the London Borough of Richmond upon Thames through AGE UK and Hampton Fund. Thanks also to the Army and Navy for their generous donation.



*Enjoy the festive season and we look forward to seeing you all in 2023!*

Hugh Patterson – Chairman

## CHRISTMAS AND NEW YEAR OFFICE CLOSURE

The office will close at 12 noon on Thursday 22nd December and re-open on Tuesday 3rd January at 9.30am. If you need any essential help or transport during this period, it may be possible to arrange this, but please contact us as soon as possible to let us know on the office number 0208 755 1336.

## VOLUNTEER NEWS

We were delighted to welcome four new volunteers to the Network this year with Corinne, Daniel, Elizabeth and Mary joining us as drivers and befrienders. We welcome you all to the Network and thanks for all of the time and energy you have given.

## MARGE FRANCIS

Some very sad news: Marge Francis, our long-term Co-ordinator and supporter of Whitton Network, passed away on 14th October 2022. She was an enormous part of this charity and was much loved by volunteers and clients alike. We are very grateful to her husband Martin who has asked for donations in Marge's memory to be made to Whitton Network and so far, we have received almost £1000 which we will put into our outings fund for 2023.



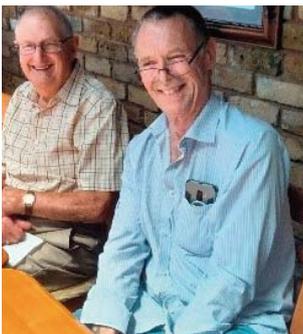
## SOME PICTORIAL HIGHLIGHTS FROM 2022



Connaught Opera



London Children's Ballet



Littlehampton



## A GENTLE REMINDER OF OUR EXPECTATIONS FOR 2023

### CLIENTS

- 1) Should try to book their lift as early as possible, 5 days' notice is appreciated
- 2) Remember that we are trying to find a volunteer, you're not booking a taxi!
- 3) Call as soon as you can if you need to cancel a job. Leave a message if the office is closed
- 4) Try to give as much detail as possible like how long the appointment is likely to be
- 5) Contact the office, NOT the driver direct. Remember they are volunteers and don't call out of hours
- 6) Be ready to leave at the agreed pick-up time
- 7) Be polite and remember that all of our drivers are volunteers and sometimes things do go wrong
- 8) If possible, apply for a blue badge as this makes it much easier to park and help you
- 9) Give a donation if you can afford to, every bit helps towards our running costs, and outings

### DRIVERS

- 1) Contact the office as soon as possible if you can't do the job allocated to you
- 2) Let us know when you're not available so we don't keep disturbing your holidays!
- 3) Turn up on time to pick the client up – our clients worry if you are late
- 4) Contact the client as soon as possible if you are running late, or the traffic is bad
- 5) Be calm and supportive, some clients get very anxious; we're not just there to drive but to help out
- 6) Always be polite and respectful
- 7) Only give your phone number out for a return pick up; ask for all other contact to be via the office
- 8) Bring all donations into the office.
- 9) Smile! We are very grateful for all that you do

## WHAT DO YOU THINK OF OUR SERVICES?

We have enclosed a short survey with this newsletter that we'd be very grateful if you could complete and return to the office. We want to keep track of how we are doing and what impact we are having on the lives of our clients, so we would really appreciate you filling it in!

... and a big thank you  
to our funders