

**MAKE A LASTING IMPACT**  
*in our communities*

**ROYAL  
VOLUNTARY  
SERVICE**



**TRANSFORM LIVES WITH A GIFT IN YOUR WILL**

# YOUR KINDNESS MAKES AN IMPACT ON THE LIVES OF OTHERS



***Right across the country, in communities like yours, thousands of dedicated Royal Voluntary Service volunteers are making an impact.***

**Our services mean that people in hospitals and communities are able to live happier and more independent lives.**

Our volunteers have been supporting communities since 1938 and we're determined to reach more of the growing number of people who need us. But we're a charity, and everything we do depends on the kindness of others.

Although our volunteers give their time selflessly, we still depend on funds to recruit, train and manage these volunteers, and to run many of our vital services.



*Royal Voluntary Service volunteers receiving long service awards at Lancing, West Sussex.*

All statistics and data correct at the time of publication.

## ***A wonderful way to leave a lasting legacy.***

Royal Voluntary Service may be important to you for a number of reasons. Perhaps you care because you've volunteered with us, donated to our work, or experienced the impact of our services directly. Whatever your connection with Royal Voluntary Service, you can support our work by remembering us in your Will.

Leaving a legacy is one of the most powerful ways you can make sure we'll still be here in the future. What's more, the supporters who have chosen to give in this way, often tell us that they find it inspiring to know the values they hold dear will live on.



***Read on to find out what an incredible difference a gift in your Will can make.***

# VOLUNTEER YVONNE'S LEGACY MADE HER CHILDREN PROUD

## YVONNE



Long-standing volunteer  
Yvonne Price.

**Yvonne's values  
are living on  
through the  
wonderful legacy  
she left behind.**

Thanks to **Yvonne Price's** legacy, clubs and groups in her home county of Buckinghamshire are supporting older people to stay connected with their communities.

Yvonne dedicated her life to helping others as a volunteer for Royal Voluntary Service because she believed life had been good to her and she wanted to give back to others.

Yvonne gave her companionship and support to those who couldn't get out and about, and also served drinks and snacks to staff, patients and visitors in Wexham Hospital Shop for an incredible 35 years.

Yvonne wanted to help others, both in her lifetime and in the future, and so she made the decision to leave a gift in her Will to support local communities.

***"We are proud that our mum continued to show her compassion, and support the communities she cared so greatly about, by leaving a gift to Royal Voluntary Service,"*** - Yvonne's daughter, Wendy.

Yvonne's gift is helping to fund support groups and clubs. These groups play a vital role in our communities and give people who might otherwise be very isolated the chance to socialise.

Legacies like Yvonne's also mean that our wonderful volunteers can visit more people at home as well as providing vital services and support in hospitals. Our services in the NHS not only make the hospital experience more pleasant, but also frees nurses to concentrate on caring for patients.



# VOLUNTEER BETTY'S GIFT CONTINUES TO BRIGHTEN LIVES IN DORSET

## BETTY

When volunteer **Betty Bower** from Ferndown, Dorset, died at the age of 97, she continued to make an impact in her neighbourhood, thanks to her kind legacy to Royal Voluntary Service. The gift she left is helping to support vital services in Dorset.



Betty provided for her family in her Will, and then left a percentage of her estate to Royal Voluntary Service.

Betty's generosity is making life better for hundreds of people in Dorset by supporting important local services, including one of Dorset's most popular services – the Home Library Service.

**Betty's thoughtful gift is making a difference in Dorset, just as she did through her volunteering.**

Joy, who's in her 80s and lives in Sherborne, explains what visits from Home Library volunteer Marcia mean to her: ***"I live on my own and have no relatives. Reading has always been a big part of my life and going to the library has given me so much pleasure over the years. But as the years have gone by, I was finding the journey to and from the library increasingly difficult.***

***I was so pleased, and relieved, to learn about the Dorset Home Library Service. I'm so grateful for Marcia's time and really happy to have someone to talk to. It is good to know there is someone nearby who knows I'm here and is looking out for me. I'm sure the visits bring a great deal of pleasure and cheer to a great many people."***



Dorset, home library volunteer, Marcia.

# LONG-TERM SUPPORTER JEAN DECIDES TO REMEMBER US IN HER WILL

## JEAN

***Jean would be delighted that she is still contributing to a cause that meant so much to her.***

Committed Royal Voluntary Service supporter **Jean Hughes** left a legacy that continues to help older people in her home county.

Jean supported our charity during her lifetime through her kind donations. By deciding to leave a gift in her Will she could keep on helping a cause that mattered to her. Her legacy is making an impact in her local area by providing vital community services. Social clubs – like the Mill End Lunch Club – are one important way to help older people stay active, independent and connected.

Research shows that many older people living alone can become malnourished without anyone noticing until they're admitted to hospital. People who are not properly nourished are more likely to visit their doctor, have longer stays in hospital and increased health problems. That's why lunch clubs like the one in Mill End are so important.

Tricia Hegbe, who runs the club with the help of 30 volunteers, explains why it's so important: ***“The nature of society today often means families are spread far and wide, with children moving away, and older relatives being left behind. Getting older brings its challenges and can leave someone feeling particularly vulnerable and in danger of becoming extremely isolated.”***



*Tricia Hegbe brings nourishing food and companionship to older people at the Mill End Lunch Club.*





***“Royal Voluntary Service lunch clubs offer people who find themselves in this situation, comfort, support and friendship. People come here to have a nice lunch but get so much more. There is always plenty of laughter and chat... without the lunch club they would be eating most of their meals alone.”***

***“It’s really noticeable on a Monday, how pleased people are to see us. Often they’ve been on their own all weekend and have not spoken to anyone. It’s lovely to feed people and provide a place for them to get together. It’s a special place to be.”***

One regular, Maurice, says that without the club ***“I would be living on ready meals”*** while another, Ken, says ***“I would be lost without it. It’s the only social activity I attend.”***

# ROSEMARY'S LEGACY IMPROVES LIVES AS HER VOLUNTEER TRANSFORMED HERS

## ROSEMARY

**Rosemary Owens** showed her appreciation for the support Royal Voluntary Service gave her by leaving a gift in her Will. Her legacy helped to support people in Powys to live more independently.

Returning home from hospital after a heart attack, Rosemary struggled to cope.

Thankfully, Rosemary was referred to Royal Voluntary Service. When we first visited, we found that she was completely housebound and hadn't been able to buy essentials for five days.

We collected Rosemary's groceries and chatted with her to find out what sort of support she needed. From then on, our volunteer Jen visited Rosemary weekly, keeping her company and helping with things like shopping, chores and prescriptions. We even arranged for a young volunteer to take her dog for walks.

The visits transformed Rosemary's life. ***"I don't know what I'd do without Jen"*** she told us, ***"She is my lifeline"***.



When Rosemary died at the age of 82, she left us a percentage of her estate, so others could benefit in the way she had. Thanks to our services in Powys, more people across Wales can live more independently. One-to-one support helps to take small steps to re-build confidence and connect with local people and services.

***The 'lifeline' Royal Voluntary Service gave Rosemary, inspired her to make a positive difference to others with a gift in her Will.***



# KATHLEEN LEFT A GIFT TO SHOW HER APPRECIATION FOR OUR LUNCH CLUBS

**KATHLEEN**

***The legacy Kathleen Brindley left allowed her to express her gratitude for the support and companionship she enjoyed at her local lunch club in the most fitting way. By giving other older people the opportunity she had to feel part of her local community.***

***Kathleen Brindley's*** visits to her local lunch club meant so much to her. She left a gift so clubs, like the one she attended, could continue to benefit others.

Smallthorne Club leaders and sisters, Doreen and Ann Mountford (pictured) explain, nourishing food is just part of what get-togethers like this provide:

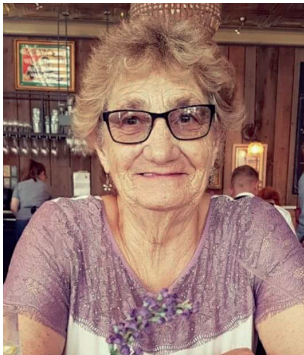


***“With so many places closing, people have nowhere to go. Some wouldn’t go out if we didn’t have the club. It’s the only place they go to meet people.”***

The club – which has been going for 50 years – gives visitors a chance to meet up for food and to enjoy activities from bingo and book clubs to group outings. Shirley, 78, a keen member of the club, told us what the meetings mean to her: ***“I had a 30-year career in catering and I’m used to being around people. I need to come to the club because it gives me the company and conversation that I was used to when I worked. A lot of people that come live on their own and many of us have become close friends.”***

# LINDA SAYS “THANK YOU” TO THE VOLUNTEERS

## LINDA



Linda Phillips, whose hospital visits were made easier by our volunteers.

**Once you have taken care of loved ones, please consider remembering us in your Will just like Rosemary, Kathleen, Betty, Yvonne and Jean did. You too can ensure that our future communities are strong.**

**Linda Phillips** remembered Royal Voluntary Service in her Will as a thank you for the support she got from volunteers when she was ill. She said she wanted to make sure volunteers could be there for others, just as they were for her.

When Linda was battling cancer, she spent seven months visiting Velindre Hospital in South Wales for treatment. It was a very difficult time for Linda but, as her daughter Alison remembers, Royal Voluntary Service volunteers made it easier.

**“Nothing was too much trouble. We were always greeted and attended to promptly at the coffee shop and during trolley rounds.”**

But it was the warmth and kindness of our volunteers that made the most impact on both mother and daughter, during those daunting hospital visits: **“They made the hospital visits bearable for mum and many others”**, Alison remembers, **“Velindre is a cancer hospital yet, despite this, Mum and I would almost look forward to visiting for a coffee and a chat while Mum waited for and received her treatments. We were always greeted with a friendly face.”**

Linda’s connection with Royal Voluntary Service motivated her to use our free Will-writing service. There is no obligation to leave a gift to the charity when you write or update your Will through the service. However, Alison says, **“Mum wanted to say thank you, for the support the volunteers provide ‘on the front line’ in this enduring and wonderful way”**.

Linda’s legacy is keeping her memory alive by bringing comfort and kindness to our communities. Her gift is ensuring volunteers get vital training and support so others can rely on them to be there when it matters most.

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# YOUR QUESTIONS ANSWERED



**Q** *How can I remember a charity when I want to look after my friends and family?*

**A** We understand that your loved ones come first. However, many people also choose to remember a cause that's close to their heart. Even a small amount, or a percentage of what's left when everyone else has been provided for, can make a huge difference.

**Q** *Can I leave a gift in my Will to a particular service or geographical area?*

**A** The demand for our services can change over the years. Therefore we request that, should you want to specify how your gift is used, that you state a geographical area, such as a county. If you have any preferences about how you'd like your legacy to be used, please feel free to talk to us.

**Q** *I've promised a gift to another charity. Can I still remember Royal Voluntary Service?*

**A** You can remember as many charities as you like in your Will.

If you have any further questions, or would like to talk to us in confidence, please get in touch with the **Gift in Wills** team by calling **0800 731 9197** or emailing **legacies@royalvoluntaryservice.org.uk**

## MAKE A DIFFERENCE WITH A GIFT IN YOUR WILL ▼ COMPLETE THE FORM BELOW AND RETURN IT TO US – THANK YOU ▼

### PLEASE LET US KNOW YOUR PLANS

Your Will is a personal matter and we respect your privacy. Knowing whether you are thinking about including us in your Will allows us to say thank you and discuss how your gift could be used.

- Yes, I want to help future generations by leaving a gift to Royal Voluntary Service in my Will.
- I have already left a gift to Royal Voluntary Service in my Will.
- I would like information about your Free Wills service.
- I would like to talk to someone about how a gift in my Will would benefit future generations. *Please provide your contact number.*

Title: \_\_\_\_\_ Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

In order for us to talk to you about the impact that legacies make we would like your permission to update you from time to time.

**Phone:**  **YES**  **NO** Phone: \_\_\_\_\_

**Email:**  **YES**  **NO** Email: \_\_\_\_\_

If you do not wish to hear from Royal Voluntary Service again please tick this box.

Once completed, please detach, moisten edges and fold to seal securely, return by post to:

**FREEPOST RTHG-EJZE-GEGB, LEGACY TEAM, ROYAL VOLUNTARY SERVICE, CARDIFF, CF23 8RP.**

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HERE

MOISTEN AND SEAL SECURELY HERE

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Freeport RTHG-EJZE-CEBR  
Legacy Team  
Royal Voluntary Service  
CARDIFF  
CF23 8RP



THANK YOU

