



Reducing  
loneliness  
in later life  
EST. 1965

## Re-engage Matters

News and information for all our volunteers

This month, we're rolling out improvements to our internal processes to better support you and strengthen the services we offer to older people. Read on to see what's changing and how it'll help. Have a question or suggestion? Please do drop the team a line.

As we welcome even more Call Companions into our volunteer community, our Impact team spoke to some of the older people who use the service, to seek their thoughts about what makes a great Call Companion experience – after all, who better to consult than those you speak to on a weekly basis? We hope you find their thoughts helpful; and if you have any top tips of your own, please do get in touch with us at [knowledge@reengage.org.uk](mailto:knowledge@reengage.org.uk)

Thank you to everyone who's been in touch to share your experiences of volunteering with us – you can hear from tea party host Nupur in this month's Re-engage Matters, as she shares just what her role means to her.

As always, if you'd like to get in touch to share your experiences, please email us at [knowledge@reengage.org.uk](mailto:knowledge@reengage.org.uk)

With very best wishes,

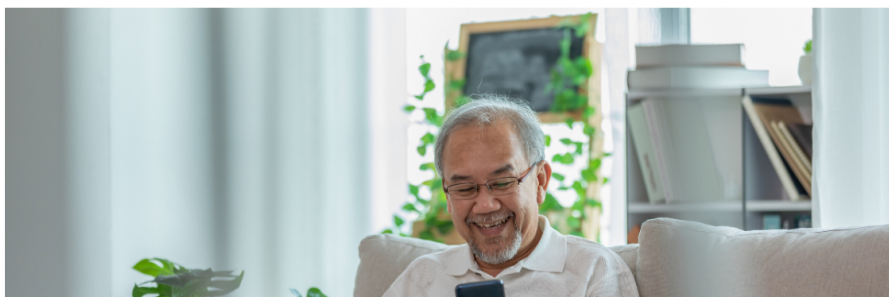
Emily Mangroves  
Head of Service Delivery and Volunteering



### Improving your volunteering experience

Over the next three months we'll be making some changes across our Service Delivery team to enhance the experience we offer to volunteers and older people, and to help us provide more training, resources, and tailored support across each service.

[Check out the changes](#)





## Make the perfect call!

As we welcome even more people as Call Companions, we thought it was a great time to share some top tips to perfect the patter from older people who use our services. Check out how to make the perfect call, from those on the other end of the line!

[Discover more](#)



## Volunteers' views

Thanks a million to everyone who's been in touch to share your memories, photos, thoughts and feelings about volunteering with us; we've been blown away by the stories from the people who bring older people together across the UK for connection, conversation and companionship. Here's Nupur, with her own story – we'll be sharing as many as possible over the next few months.

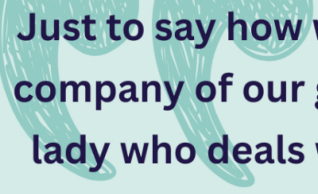
[Meet volunteer Nupur](#)



## Update for volunteers in Scotland

As some of you may know, legislation has recently changed in Scotland, requiring some volunteer roles to undertake a PVG check, when they didn't need one before. We've been supporting those who do need one, so if you volunteer in Scotland and we've not been in

supporting those who do need one, so if you volunteer in Scotland and we've not been in touch, there's no action needed. We're so thankful for the time and commitment you give to help reduce loneliness and isolation, and we will be in touch should legislation change in the future and impact your role.



**Just to say how wonderful it is to be in the company of our group. The volunteers, the lady who deals with everything, it means so much to us oldies. Bless everyone.**

**Re-engage guest**

### **Thank you**

We ask tea party guests, activity group participants and call companion connections what Re-engage means to them. Each month, we share some feedback so you can see the impact your time, energy, and generosity have on older people's lives all year round.

**Your impact**

**Please check your details so we can stay in touch**

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You are receiving this email because you volunteer for Re-engage.

**Our mailing address is:**

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