

## Volunteer Meeting July 15<sup>th</sup> Notes

Introductions to the meeting and introductions to each other.

### Volunteers Present:

Karin Bradshaw  
Louise Clarkson  
Angela Foye  
Sabba Farrukh  
Jeff Smith

### Staff Present:

Kelly Colton  
Laura Smyth

**Appologies:** Michael

### Agenda introduced for format of meeting and followed

It was agreed that a letter would be sent out to all Chorley Volunteers not in attendance to contact Kelly Colton to discuss the wish to proceed with volunteering, and to set up agreement to discuss management system to be put in place.

Of volunteers in attendance 4 believed they had CRB checks and references, others were in the process of applying. KC to follow up with HR, and ensure, volunteer file set up for each volunteer and full process completed.

No volunteers believed they had completed a full induction as indicated by the volunteer induction checklist. KC agreed to hold a group induction session, and ensure that each volunteer was assigned to a staff member for supervision.

### What Volunteers wanted to get out of the meeting:

Feedback as follows :

Understand the structure for support  
Find out who is who  
Have a clear role  
To develop a volunteer pack

Plan how to move forward with gardening group  
Understand the volunteer process  
Find out more about progressions & opportunities

**Update on service provided to volunteers discussing opportunities for volunteering.** In particular workshops and groups –

Emotivate group and facilitators – Role devised  
Hearing Voices facilitator – Role devised  
Activate support/buddy – Role not yet devised  
Service User reception Co-ordinator – Role devised  
Volunteer Gardener – Maintenance and group facilitation support – Role devised

Provided clear guidelines that the volunteer gardener role was to maintain garden, and that the organisation was not yet in position to commence project work within the garden however volunteers would be consulted about this within due course.

Also discussed opportunities for Arts & Culture Support but agreed that a separate meeting would be required for those volunteers interested in becoming involved.

### **Volunteer Process discussed and agreed**

1. Application, references and CRB – as per policy
2. Role descriptions, volunteer handbook/policy and agreement. (as per policy drawn up) to add :  
Suggested taster sessions prior to commitment being requested/3 month trial period
3. Supervision and support  
For the first 3 months of volunteering agreed that monthly supervisions with a named staff member  
Would be beneficial, following which quarterly group meetings with sdm were felt to be appropriate.
- 4 Achievement and Progressions  
Agreed to certificate 50 hours/100 hours etc, and to offer training where applicable. Volunteers felt that it  
Was important to have an understanding of mental health issues perhaps via training.

### **Review of role descriptions and feedback/contributions taken on board – Roles ok to role out**

### **Volunteer Rota completed for Month of August**

### **Next Meeting agreed August 19<sup>th</sup>. Letter of reminder to be sent out**

### **Feedback from the day and volunteering process in general**

Liked the interview process it was informal and relaxed

Would volunteers who have already been volunteering be able to get certificates for hours done to date?  
The answer was yes.

The application time was too long, agreed this was due to references

Feel I have been given more direction

Feel things that could be improved within the volunteer process have all been discussed

It would be helpful to receive training or guidance specific to mental health

I think progression and feedback is important for volunteers

I have really enjoyed my experience of volunteering and would have liked this meeting to have happened then

The meeting has been really helpful, it would have been better at the start of the volunteer process

Feel the meeting today has been the most helpful in my 12 months of volunteering

I didn't find it at all intimidating which was good

I have found staff to be really friendly

Its al lot to take on volunteering, but today made it quite simple

It would be nice to get feedback and know if what we are doing is ok, but I think we will get that from supervision

