



North East regional round-up (accessible slides)

Introduction

Slide 1 (title slide): North East regional round-up

News and information from your teams

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Slide 2: Welcome to the North East regional round-up

We'll cover:

1. Welcome and introductions
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4. Latest news and developments in Volunteering
5. Community Fundraising
6. Dog health, wellbeing and safety
7. Puppy Raising for Excellent Partnerships: the four principles
8. Q&A
9. Close and thank you

Regional update: COVID-19 roadmap

Slide 3 (new section): COVID-19 roadmap: What's happened and what's coming up...

Slide 4: COVID-19 response

- Furlough leave and working remotely
- Some volunteer roles and activities were paused or adapted
- Breeding programme paused then restarted
- Guide dog training paused while we established protocols
- Keeping in touch calls
- Set up COVID-19 information line, then Guide Line
- Virtual volunteer support and online puppy classes
- Remote support, including Hab@Home and online second conversations
- Lots of professional development and online training!
- 2021 Annual Plan

Slide 5: What happens next?

Already underway:

- Investing in technical staff
- My Sighted Guide refresher training and preparing to restart
- Guide dogs service training and partnership matches
- Puppy raising and breeding programme
- Staff and volunteer recruitment
- Gradual resumption of face-to-face working
- My Time to Play

Up next:

- Intend to fully restart all services and volunteering by the end of June - some in new ways
- Residential class from the summer
- Leeds site

Slide 6: COVID secure working for everyone

[Image: a dog looking up at the camera]

Our sites in Hull, Leeds, Newcastle and Sheffield are all COVID-secure, with capacity limits and social distancing protocols.

Most canine staff are working from offices when they need to, with other staff visits booked in advance to ensure we don't have too many people on site.

The offices remain closed to the public and volunteers unless booked in advance.

Slide 7: Before we move onto the other updates, here's some of the reasons why our volunteers support us

[Embedded video "Why I volunteer":

<https://www.youtube.com/watch?v=5PRa8o1wxH0>]

Guide Dogs 90th anniversary

Slide 8 (new section): Our 90th anniversary

Slide 9: Last month, we kicked off our 90th anniversary with a film about a Puppy Raiser and their puppy 'Flash'

[Image: an still of a puppy from our 'Flash' animated film]

Slide 10: Since Flash hit our screens, dogs all over have been watching with excitement

[Image: the real-life 'Flash' puppy watches its animated self on TV]

#MeetFlash



Slide 11: Actress and Guide Dogs supporter Joanna Page recorded voice to a special Flash recording and message for volunteers

[Embedded video of Joanna Page's thank you message to Guide Dogs volunteers:
<https://youtu.be/05fP1kXR0DE>]

Slide 12: There's more activities planned for the year, but we also want to hear your ideas too

[Images: a composite image of a guide dog trainer made up of an archive and contemporary photograph. The other image is graphic of the Guide Dogs 90th anniversary logo]

Email your ideas and stories to GD90@guidedogs.org.uk

Latest developments in volunteering

Slide 13 (new section): Latest developments in volunteering

Slide 14: We're exploring what a more community-based style of volunteering would look like at Guide Dogs

Our pilots are:

- Looking at how are volunteer communities can be volunteer led in a way that's the same across teams
- Considering how you can support multiple volunteer roles - community

We think it could help to:

- Reduce 'silos' amongst volunteers.
- Improve the volunteer experience.
- Support volunteer fundraisers to grow and diversify their fundraising.

Slide 15: Volunteer insight shapes our future, so it's now easier to share feedback and get involved in areas that interest you

[Image: someone patting a guide dog on its head]

1. Volunteer Impact Assessment - closed
2. 'Pulse' survey - highlights shared in mailing.
3. Volunteer Voices, including workstreams and vacancies.
4. And.....our Local Awards. Thank you!

Community Fundraising

Slide 16 (new section): Community Fundraising

Slide 17: As we restart community fundraising activities, here's what you need to know

[Image: a volunteer wearing a costume/dog suit high-fiving a young boy at a fundraising event]

- 86% of our fundraising volunteers are ready and keen to start fundraising again
- Permitted activities include: Emptying of collection boxes, banking, collections, distance selling, Name a Puppy visits, cheque presentations and merchandise stalls, speaking engagements and pop up shops.
- Guidance Document for all activities
- Community Fundraising Supporter Care 0345 143 0234

Slide 18: The recent Great Guide Dogs Tea Party was a great success with more fundraising activities coming up

[Images: The first photo is of a young girl wearing Guide Dogs ears while holding up a cup of tea. The second photo is of two volunteers sat behind a branded Guide Dogs table]

Looking back

- Great Guide Dogs Tea Party
- Chester Le Street - Garden Centre collection

Looking ahead

- Guide Dogs Appeal - October
- Donate an Hour - December
- Volunteers being back fundraising

Dog health, wellbeing and safety

Slide 19 (new section): Dog health, wellbeing and safety

Slide 20: You can call Guide Line to get help on dog health and wellbeing issues from a dedicated member of staff

[Image: a Guide Dogs staff member on the phone]

Guide Line covers four areas:

1. Adult services.
2. Children and Young People services.
3. Dog health.
4. General enquiries.

Call Guide Line on 0800 781 1444.

Slide 21: Useful safety tips to keep you and your dog safe

- Avoid putting your dog on social media, especially with clues about where you live.

- Make sure your garden is secure, your gate is locked and adorned with bells to alert you to someone coming in.
- Never leave your dog in the garden unattended.
- Never leave your dog unattended in public, or left visible in a car.
- Work hard on getting a reliable recall, practice it often, and have this in place before letting your dog off the lead, so you can keep him/her close and away from strangers.
- Be wary of people asking information about your dog, particularly if you are alone

Puppy Raising for Excellent Partnerships (PREP)

Slide 22 (new section): Puppy Raising for Excellent Partnerships: the four principles

Slide 23: We've made a few small but important changes to how we raise and support our puppies' development

[Image of a close-up picture of a Golden Retriever puppy]

- Change in neutering policy
- Ethos and new data collection points
 - Puppy Behaviour Questionnaire (at five months) to puppy raisers.
 - Dog Behaviour Questionnaire (to fosterers and breeding dog holders)

Slide 24: PREP is our new standard way of raising puppies and will be gradually introduced to Puppy Raisers from July 2021

[Image of a Puppy Raiser with a puppy]

- An investment in professional development for our staff and volunteers
- Provides a standardised framework
- Puppy and person-centred approach
- Easier access to resources and advice
- Using technology gives the ability to access the latest information
- Will still have face to face support/visits

Slide 25: PREP is based on four key principles which bring together new and existing learning and techniques into an easy to follow programme

[Image: an extract page from the PREP guidance materials]

- Knowing your puppy

- Managing for success
- Teaching foundations
- Being a partnership

Slide 26: ‘1. Knowing you puppy’ focuses on how to recognise, enhance and nurture your puppy’s development, behaviour and welfare

[Images: There are two images. The first is of a member of staff playing with a puppy and the second is of a member of staff sat down examining a puppy’s paw who is also sat down.]

Slide 27: ‘2. Managing for success’ focuses on learning how to accurately predict your puppy’s behaviour, problem-solve and adapt to different scenarios

[Image: a puppy lying down in a crate]

Slide 28: ‘3. Teaching foundations’ uses positive reinforcement for desirable behaviour and teaches good habits for future learning

[Images: There are two images. The first shows a puppy with its Puppy Raiser being taught the bucket game and the second image is of a puppy being taught to settle]

Slide 29: ‘4. Being a partnership’ develops a mutual understanding and how to respond to different situations and people

[Images: There are two images. The first of a young boy reading a book to a puppy and the second image of a volunteer sat closely next to their puppy]

Slide 30: PREP builds on how we currently raise our puppies to better prepare them for guide dog training and partnerships

- Aligns with Standardised Training for Excellent Partnerships (STEP)
- All PREP learning materials will be available through an easy-to-use online learning system, Kallidus
- Kallidus will always have the latest information, person-centred learning resources, and step-by-step video support and guidance.

Slide 31: So, what can Puppy Raisers expect next?

- For puppy raisers with a puppy- gradual introduction and ongoing support to PREP content.
- From July 1st PREP resources on preparing for and in early days of having a puppy
- From August online PREP foundation course
- Late 2021 access to Raising your puppy guidance



- Late 2021/Early 2022 Updated puppy classes

Comments and Questions

Slide 32 (new section): Comments and questions - you can use the Q&A function

Thank you for joining us today!

Details of your next regional event will be published on the Volunteer Information Point and in The Guide e-newsletter.

Document Ends.