



South East regional round-up (accessible slides)

Introduction

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

Contents

Slide 2: Welcome to South East regional round-up

We'll cover:

1. Welcome and introductions
2. COVID-19 roadmap & activities update
3. Guide Dogs 90th anniversary
4. Latest news and developments in Volunteering
5. Community Fundraising
6. Puppy raising
7. Q&A
8. Close and thank you

Regional update: COVID-19 roadmap

Slide 3 (new section): COVID-19 roadmap activities update

Slide 4: We have adapted our ways of working to minimise the impact of COVID-19 upon our operations, services and volunteering

- Furloughed staff and remote working
- Volunteer roles and activities were paused or adapted
- Breeding programme
- Guide dog training
- Keeping in touch calls with My Sighted Guide partners & waitlist GD
- Set up COVID-19 information line, now called Guide Line
- Virtual volunteer support
- Investing in technical staff

Slide 5: As restrictions continue to ease, we'll gradually reopen sites and restart all our services and volunteering

We are recommencing all services and volunteering starting from mid-June, in a staged way, based on government guidelines

- Restarting existing MSG partnerships

- OMSPs are back out supporting people
- All dogs back in training
- Restarting partnership training and have qualified 7/72 new partnerships already. 17 currently on class
- 11 Buddy Dog partnerships created. 9 Companion Dog Applications

Slide 6: Our Skills, information and Support Services for Adults and Children

- Rolling out new, innovative services such as My Time to Play and Access Tech for All.
- To date our Regional OMS and My Sighted Guide staff have logged 3395 Keeping In Touch calls supporting or clients, families and volunteers.
- New, unique web based accessible content to support independent living.
- Virtual volunteer training has been attended by 103 My Sighted Guide volunteers, both new and as a refresher.
- Developed a suite of virtual tools to train and support clients allowing us to reach more people.

Guide Dogs 90th anniversary

Slide 7 (new section): Our 90th anniversary - Simon Cope

Slide 8: 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 9: 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 10: 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 11: 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 a similar composite image with a guide dogs and its owner, and My Sighted Guide partnership]

The UK's first guide dog partnerships qualified 90 years ago this October. Since then, we have helped transform the lives of thousands of people, through a range of services. For 90 years Guide Dogs has been at the side of people with sight loss. We will be there for the next 90.

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

Latest developments in volunteering

Slide 12 (new section): Latest developments in volunteering - Ben Cassells

Slide 13: We're exploring what a more community-based style of volunteering would look like at Guide Dogs

Our pilots are looking at how:

- A standardised, volunteer-centric and multifunctional volunteering model could work.

We think it could help to:

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

Slide 14: Volunteer insight shapes our future, so it's now easier to share feedback and get involved in areas that interest you

1. Volunteer Impact Assessment - closed.
2. 'Pulse' survey - highlights
3. Volunteer Voices - including workstreams and vacancies.

Community Fundraising

Slide 15 (new section): Community Fundraising - Carrie Seaton

Slide 16: 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 or email: SouthEastGroups@Guidedogs.org.uk

Slide 17: The recent Great Guide Dogs Tea Party was a great success with more fundraising activities coming up

[Image: someone patting the head of a guide dog]

Looking back

- Great Guide Dogs Tea Party
- Nell advert inspired £5k Name a Pup in Bexley

Looking ahead

- Guide Dogs Appeal throughout October
- Donate an Hour December 2021
- New volunteers

Dog health, wellbeing and safety

Slide 18 (new section): New ways of contacting us - Nina Villa

Slide 19: Guide Line - get help on dog health and many other issues from a dedicated member of staff

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

Call Guide Line on 0800 781 1444.

Guide Line covers four areas:

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

Slide 20: And when you're out and about, remember these 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

Raising puppies

Slide 21 (new section): Raising puppies -Esther Stuart & Karen Brady

Slide 22: Puppy development - Getting the foundations right

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

- Ethos - Puppy Behaviour Questionnaires & Dog Behaviour Questionnaires

Puppy Raising for Excellent Partnerships (PREP)

Slide 23 (new section): Puppy Raising for Excellent Partnerships: the four principles

Slide 24: To recap, 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: Ultimately, PREP builds upon how we currently raise our puppies to better prepare them for guide dog training and partnerships

- More resources and guidance available to puppy raiser
- A puppy and person-centred approach
- Meets the needs of our guide dog partners
- Improves the supply chain process
- Aligns with Standardised Training for Excellent Partnerships (STEP) and incorporates the needs of Buddy and Companion Dog services within the programme.



Comments and Questions

Slide 31 (new section): Comments and questions

Close

Slide 32 (end slide): Thank you for joining us today!

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

Document Ends.