



South West & Wales regional round-up (accessible slides)

Introduction

Slide 1 (title slide): South West & Wales regional round-up

News and information from your teams

11 May 2021

Hosted by: Mark Sanderson- Regional Head - South West & Wales

Panellists: Rachael MacLoughlin (Regional Volunteering Advisor), Simon Lynn (Head of CAS), Liz Orme (CAS Ops Manager), Louisa Rodgers (Dog Health and Wellbeing Manager), Rob Ellis (Training & Behaviour Consultant), Hazel Kelly (Volunteering Coordinator) and Pam Gratton (Community Fundraising Relationship Manager)

Contents

Slide 2: Welcome to the South West & Wales regional round-up

We'll cover:

1. Welcome and introductions
2. COVID-19 roadmap activities update, including what it means for different volunteering roles
3. Guide Dogs 90th anniversary
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 activities update

Slide 4: Over the last year, COVID-19 has impacted upon our operations, services and volunteering

1. Furloughed staff and remote working
2. Some volunteer roles and activities were either paused or adapted
3. Breeding programme - paused breeding / then restarted
4. Puppy schemes - were paused and we supported Puppy raisers virtually

5. Guide dog training - paused but restarted with Covid protocols after lockdown 1

Slide 5: During this time, we've adapted to new ways of working and used some of this learning to get back on track and deliver services

- Keeping in touch calls with My Sighted Guide partners
- Set up COVID-19 information line, now called Guide Line
- Virtual volunteer support, puppy classes and fundraising
- Virtual buddy dogs and My Time To Play sessions
- Investing in technical staff
- 2021 Annual Plan

Slide 6: As restrictions continue to ease, we'll gradually reopen sites and restart all our services and volunteering

1. Our intention to fully recommence all services and volunteering by around mid-June
2. A recap on our interim phase which started in mid-April
 - My Sighted Guide service
 - Guide dogs service (training and partnerships), including bringing down waiting list/times
 - Puppy raising and breeding programme
 - Premises update
 - Staff and volunteer recruitment

Slide 7: In the South West & Wales region, some COVID-secure protocols remain in place for volunteering activities

This depends on your role and site, but in general many roles continue:

1. My Sighted Guide - what is and is not possible during our recovery
2. Drivers
3. Puppy Raisers
4. Fosterers
5. Dog Exercisers
6. Breeding Dog Holders

We'll share this information in full afterwards and when circumstances change.

Slide 8: For now, COVID-secure protocols remain in place for staff and volunteers visiting our sites in Reading, Southampton, Cardiff, Exeter and Bristol

1. We have workplace operating levels limiting our numbers to sites and allocated space. Sites will remain having social distancing protocols



2. Most essential breeding operations, Dog Health and Well-being and CAS staff are now on site working to Covid secure protocols - other visits by staff are by booking only. A high percentage of staff remaining working from home

Slide 9: 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 10 (new section): Our 90th anniversary

Slide 11: 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 12: 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 13: 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 14: 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 15 (new section): Latest developments in volunteering

Slide 16: 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 17: 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 shared in mailing.
3. Volunteer Voices, including workstreams and vacancies

Community Fundraising

Slide 18 (new section): Community Fundraising

Slide 19: 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 20: The recent Great Guide Dogs Tea Party was a great success with more fundraising activities coming up

[Image: a young girl wearing Guide Dogs ears while holding up a cup of tea]
Looking back

- Great Guide Dogs Tea Party
- Camborne Group - Matalan success
- Cotswold Groups Mega tea party



- Kilt Walk in Cardiff

Looking ahead

- Guide Dogs Appeal (October)
- Donate an Hour (December)
- Groups fundraising activities
- Devon County Show
- Jersey Book Sale
- Volunteers - Vital to our Success!

Dog health, wellbeing and safety

Slide 21 (new section): Dog health, wellbeing and safety

Slide 22: 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 23: 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

Slide 24: 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

Puppy Raising for Excellent Partnerships (PREP)

Slide 25 (new section): Puppy Raising for Excellent Partnerships: the four principles

Slide 26: 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 27: 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 28: ‘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 29: ‘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 next]

Slide 30: ‘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 31: '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 32: All PREP learning materials, will be available through an easy-to-use online learning system (Kallidus)

Benefits of using Kallidus:

- Receive the latest information
- Focused resources that provide person-centred learning
- Tracked learning, enabling relevant and timely support
- Video support available (step by step) alongside guidance
- Only 7 puppy raisers without an email address

Support available:

- A flexible and accessible approach to learning
- Designated system support (puppy raisers will be provided with an email address where they can send queries)

Slide 33: What does Kallidus look like for me?

[Image: a screenshot of our learning platform Kallidus, which shows a simple dashboard made up of different PREP learning modules - each with illustrations and icons that indicate progress]

Slide 34: 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.

Slide 35: 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 36 (new section): Comments and questions

Slide 37: Use the Q&A function to ask questions

Close

Slide 38 (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