

June 12th 2020

This is our first Newsletter!

These are just a few bullet points about the work that we have been doing this week:

- 1) The numbers of NHS staff accessing the service are increasing.
- 2) Those accessing the service and completing feedback have been resoundingly positive, finding it of real benefit.
- 3) We have rolled out our new registration form and are managing to validate people much more rapidly. 573 people have used this new form in the last week, and it will be open more widely next week to all of those who expressed interest in the last month.
- 4) A new volunteers area has been built on our website, including a *benefits for volunteers* section, check it out! <https://www.project5.org/volunteersarea>
- 5) Feedback Forms are now available for volunteers and NHS staff – please visit or refer those you support to these: <https://www.project5.org/feedback>. More forms being added this week.
- 6) We are opening up the service to support health and care staff in 2 small regional areas – a charity who support the NHS and the care home sector. These are small scale pilots to offer support, in response to requests, and to aid these sectors to assess the level of need and how best to address it. We will also be interested in your views and experience, during these pilots... more on this soon.

We have analysed Volunteer feedback

Some of you have completed our onboarding feedback relating to our training – your views:

You have said	We have done	We are planning
You liked that it was succinct	We are getting it right!!!	
Many felt it was comprehensive	Yay!	
You liked the links to BPS materials	Yay	
You want it to be more interactive		We are working to do this.
You wanted some later updates		We are developing a more comprehensive, accredited, training programme.
You wanted more detail about managing risk	We have edited this	We are developing further training.
You wanted more detail about sessions	We have edited this	

Star Volunteer of the Week

[Lizz Fields-Pattinson](#), in our admin team – from our volunteer pool. She has worked many late nights, for months... and with exceptional commitment to ensure that everyone who has contacted us, has had attention from the admin team. Lizz, like the rest of the admin team is unpaid – and is a wonder to work with!

Thanks Lizz, we love having you in the team! 😊

Summary

Another week of transforming ourselves from a rising to the occasion chaotic rabble into an organisation that has processes and the ability to purr occasionally. We've had lots of feedback and are working hard to develop our processes around your experiences, including adding in this newsletter and providing Q&A videos 4 weekly. The world feels to be settling, in terms of COVID, we are hanging in tight – holding firm to our idea that being ready for what may come is essential. We are being asked to support those who seem to be in need – but find it difficult to access support. Project5 will hopefully demonstrate the impact goodwill can have on the lives of many who feel out of reach.

Take care, Craig & the Project5 Team