

# Volunteer Forum Meeting: Minutes

6<sup>th</sup> Nov 2024, 1.30 – 3.30pm, Haverhub

**Present:** David Fisher (DF), Gordon Lewis (GL), Roy Partington (RP), Rebecca Evans (RE), Sally Boyton (SB), Michele Chung (MC) – Online

**Apologies:** Karin Howells, Helen Clarke, Ellie Sherwin, Jon King, Granville Watson, Madeleine Bland

## 1. Welcome & Apologies

## 2. Updates from previous meeting

Update	Action
<b>Organisation chart</b> The most recent version of the PCNPA organisation chart was shared with the group and the departments that volunteer activity supports were highlighted.	SB to add to Better Impact
<b>Footpath monitoring</b> An annual meeting has been arranged with Chris Taylor to enable the team to meet each other, discuss the types of issues being reported and to promote standardisation in maps/reporting.	Rebecca to confirm venue
<b>Volunteers supporting wardens</b> The Countryside Review is in progress which will consider how volunteer activity can support PCNPA wardens moving forward.	
<b>Uniform</b> RE shared that the volunteer uniform policy is in the process of being updated. It has been agreed that the standard uniform provision will include: <ul style="list-style-type: none"><li>• Short sleeve OR long sleeve polo</li><li>• Fleece</li><li>• Waterproof (for outdoor roles only)</li></ul> The policy also enables volunteers to request replacement items (due to wear and tear over long periods of time) through their line manager.  Badges for new or short-term volunteers are in discussion – the group also discussed the potential of having pin badges to differentiate certain volunteer groups, e.g. Pathways, to enable the public to understand the purpose of the group.	RE to consider group specific badges  RP and DF to ask Pathways group for feedback on this idea.

<p><b>Dry venue for wet weather Pathways sessions</b> The provision of a venue to enable Pathways activities and participant support to continue in wet weather is still considered high priority.</p> <p>RE confirmed that Withybush depot is being considered as a long term solution. There is also scope to use a shelter at St Brides.</p>	<p>RE to update when further progress has been made.</p>
<p><b>Wellbeing walk leaders (legalities)</b> RE confirmed that the standard PCNPA risk assessments and volunteer insurance policy provide adequate cover for the Health &amp; Wellbeing walk leaders to independently lead walks. The volunteer line managers commit to reading the risk assessments annually and use control measures to minimise risk where possible.</p> <p>The group asked that relevant volunteers be reminded of this process by email.</p>	<p>RE to ask Ben Macare to share risk assessments/outline the current process with the relevant volunteers.</p> <p>RE to share a summary of the process with MC to enable her to update the Youth Rangers.</p>
<p><b>Pathways sessions</b> RE gave the go ahead for Pathways Mentors to lead one-off sessions in the absence of leader Mitch. It was agreed that dates should be communicated in advance of the Pathways programme being circulated to enable participants to commit and arrange the relevant support worker presence. It was agreed to trial a session at the end of November.</p>	<p>RP and DF to produce list of potential locations/activities for a trial session.</p>
<p><b>Conservation/Wildlife monitoring</b> RE confirmed there are plans to introduce more opportunities for conservation and wildlife monitoring in 2025. A meeting in January has been arranged to discuss further.</p>	

### 3. Forum member updates

Update	Action
<p>Forum members shared volunteer activity updates via email prior to the meeting and RE proposed that this process be repeated to save time at future forum meets and enable specific items to be highlighted/queried where relevant. All agreed.</p>	<p>RE to circulate activity updates to forum members.</p>

### 4. PCNPA updates

<p><b>Safer Recruitment Training</b> RE attended training on this topic recently and shared that PCNPA are working to improve their 'safe recruitment' procedures to ensure staff and employees/volunteers experience good practise.</p>	
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<p><b>Admin roles</b> RE shared that a couple of expressions of interest have been received for these roles since circulating the opportunities on 05/11.</p>	<p>RE to respond to enquiries.</p>
<p><b>UK Parks Big Volunteering Weekend</b> Two volunteering days were hosted to coincide with a UK Parks campaign to celebrate volunteering nationwide.</p> <p><b>Fri 20<sup>th</sup> Sept – Castell Henllys</b> General consensus was that it was a great opportunity for staff, members and volunteers to work together in a unique setting whilst having interesting conversations. Staff attendance was minimal yet it was felt that this was a good starting point to build from, for hosting a repeated event in 2025.</p> <p><b>Sat 21<sup>st</sup> Sept – Freshwater East</b> A well attended event attracting a mix of ages and backgrounds including locals and visitors, enabling further conversations and insights to volunteering in general. MC shared that these events were a great opportunity for youth rangers to work alongside adult volunteers and requested for similar events to be repeated.</p>	<p>RE/SB to organise repeated events in 2025</p>
<p><b>Volunteer Celebration</b> Feedback was positive following the event at Carew Castle which invited volunteers to get involved in a variety of activities including a millpond/wildlife walk, traditional crafts and games and a medieval themed feast. It was agreed that having a schedule of timed events worked well and that a similar format should be considered for 2025. Oriol Y Parc (partnering with other orgs) or a repeat of Carew as a venue were options discussed for 2025/6.  RE proposed that the celebration be moved to Spring when it is quieter event-wise – all agreed.</p>	
<p><b>Volunteer Forum improvements</b> RE requested feedback on ways to improve the coordination and hosting of the volunteer forum moving forward.  It was agreed that deputy Forum Reps be considered to ensure there is representation for each volunteer group at forum meets.  RE confirmed she will be meeting with Member volunteer representative Sam Blacklaw-Jones soon.</p>	<p>RE to liaise with line managers to invite deputy group reps as forum members</p>
<p><b>NW voluntary wardens</b> The low volunteer numbers for this group were discussed and it was agreed that some consideration is needed to work out how to attract future members taking into account their needs, e.g. location</p>	

is more remote, interested parties still work. It was suggested that weekend volunteer sessions be considered.	RE to discuss weekend sessions with Richard Vaughan.
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## 5. AOB

<p><b>Expense claim forms</b></p> <p>Jon King (via RP) asked how the team are managing expense claims for volunteers who are unable to submit in digital format. SB confirmed that she is working flexibly to enable people to submit paper forms (which are typed onto the system) and that this support will always be available.</p>	
<p><b>Better Impact</b></p> <p>Jon King (via RP) - Submission errors noted re. specific dates of activities logged. RE/SB are keeping track of hours logged and correcting where possible.</p>	
<p><b>Activities &amp; Events reserves</b></p> <p>Jon King (via RP) - There are currently 2-3 reserves listed for each event which sometimes makes it difficult for volunteers to make personal arrangements as they are waiting to provide possible cover right up to the event day. It was suggested that a 'cut off' time be agreed for 2025 season or perhaps add less volunteers to the reserve list.</p>	A&E volunteers to raise this with Sarah Parmor at the end of season A&E meeting on 18/11
<p><b>Coast to Coast event listings</b></p> <p>Jon King (via RP) - GL shared that the events listed in Coast to Coast were better attended than events that weren't. It was suggested by all that if space isn't available to list all events, a QR code could be included to signpost people to a full list of events on the website.</p>	A&E volunteers to raise this with Sarah Parmor at the end of season A&E meeting on 18/11
<p><b>Photo consent</b></p> <p>MC highlighted that photographs of the youth residential trip to Brecon Beacons were unable to be shared despite photo consent forms being submitted. She asked that the Youth Rangers be provided with an explanation to help their understanding of the subject.</p>	RE to ask Maisie Sherratt to update Youth Rangers.