

Case Study



PROFILE

DYSCOVER are a charity providing long-term support and opportunities to people with aphasia and their families. They hold daily sessions led by professional speech and language therapists from two centres in Surrey. The sessions are designed to help people adjust to living with aphasia, develop strategies for communicating, maximise abilities and provide help and support for partners, carers and other family members. The charity also provides opportunities to develop interests and hobbies learn new skills and social network.

WHAT HELP THEY NEEDED

Dyscover wanted help to support their new Volunteer Co-ordinator. In particular they needed assistance that would:

- * Lift their public profile
- * Provide advice on how to recruit new volunteers
- * Put new volunteer good practice procedures in place.
- * Promote their opportunities
- * Help wanted in painting their Day Centre

HOW WE HELPED

The Reigate & Banstead Volunteer Centre advised on which processes and policies need to be in place to support volunteers. We provided hand outs for guidance and suggested different marketing materials and alternative avenues to publicize their opportunities outside of Volunteer Centre network.

We also introduced the Surrey Volunteer Centre network to them and how we work together. By doing this the Volunteer Centres provide coverage over a wider area. We put them in touch with neighbouring Volunteer Centres.

We also assisted in completing the necessary forms to register their opportunities, advertised their opportunities in our Volunteering Bulletin and the www.do-it.org.uk website. We helped recruit befriender volunteers. Finally, we organised a team of volunteers from local businesses over a two day period to paint their Day Centre



BETTER PREPARED FOR THE FUTURE?

Staff at Dyscover are more confident in the sustainability and retention of volunteers and they now have the knowledge of the CVS/Volunteer Centre network and the support is available.

Jane Warren, Volunteer Co-ordinator, Dyscover writes,

"I am just wrting to thank you for recommending us to Pxxxxxx – she is now becoming a volunteer at Dyscover! She is a lovely person and I am sure will bring much to our organisation and to the individual members here. She is going to be here on Wednesdays each week and in addition will be able to be available for our trips and other events we hold, which is wonderful"