



November 2018 – Cymru mobility team

Welcome to the winter newsletter from Guide Dogs Cymru. The content of this email can also be heard via a recorded message. Dial 0118 337 3803 for English and 0118 337 3821 for Welsh.

Service update

- Demand for the guide dog service remains high and all staff are working hard to maximise the number of partnerships we train. We are on track to produce 41 new partnerships in Wales this year. With staff changes particularly affecting the north, we are gaining additional help from other regions to support the training of partnerships equally across Wales. Seven extra new partnerships have been achieved in this way – that's seven fewer on the waiting list!
- We have recently undertaken useful roadshows and provided service updates to volunteers and service users in the north. It was helpful to gain feedback and we will look to continue these events across Wales in 2019.
- Guide dog owners are asked to ensure they have enough dog food and medication over the Christmas period. This year, we will continue to operate with basic cover on December 27, 28 and 31. The emergency number is 0345 143 0217.
- Have you told us your preferred format for receiving information? We'd also welcome your email address. To contact the Guide Dogs Cymru office, ring 0345 143 0195 or email Cymru-mt@guidedogs.org.uk

Staff changes

- The new My Guide Ambassador for Wales is Steve Kersley, formerly our Volunteer Development Consultant. Steve will be supported in his new role by a dedicated My Guide volunteer officer, to be appointed by the end of the year.
- Our new Volunteer Consultant has been chosen and will take up the role by the end of the year.
- Congratulations to guide dog trainer Angharad Hartnell, who has been appointed trainee GDMI. Plans are afoot for a further trainee GDMI.
- We wish GDMI Maik Muehle and Tony Harvey the very best as they join Guide Dogs teams elsewhere in the UK. We wish GDMI Kerry Ash and Frank Greig, community fundraising development officer for South-East Wales, all the best on their retirement from Guide Dogs.

People Awards

Guide Dogs Cymru was well represented at the Guide Dogs People Awards at Atherton on November 2. Shortlisted for an award were:

- Inclusive and Embracing: Diana Evans, Orientation and Mobility Specialist.
- Customer Focused: Sue Nicholson, Dog Care and Welfare Adviser.
- Dedicated to Superior Quality: STEP team comprising Jemma Dopson, Angharad Hartnell, Caroline James, Amy John, Sian Jones, Rachel Lord and Lisa Short.
- Dedicated to Superior Quality: Peter Thomas, volunteer Name a Puppy Ambassador.

Fundraising

Thank you to all who took part in Guide Dogs Week 2018.

Frank's retirement has presented us with an opportunity to review and restructure fundraising in Wales. Experienced Community Fundraising Development Officers, Jacquie Hughes-Jones and

Allison Charles, have been working with Frank to ensure a smooth transition, and we have been contacting each fundraising group, lead volunteers and other supporters to explain any changes, including how we plan to cover Frank's former role, as we will not be recruiting a direct replacement. We will also include regular updates in the Branch Bulletin.

Volunteers needed

- People love meeting our dogs, so we need more owners to attend events, particularly in the Gwynedd area. Transport is often available. Puppy walkers and boarders are welcome too.
- We're seeking a student ambassador to spread Guide Dogs' message in schools and colleges in Wrexham and North-East Wales.
- There are still a few places available on our speaker course in Colwyn Bay on Wednesday 21st November from 10am-4pm.
- My Guide volunteers are needed in many areas, especially Swansea, Neath and Bridgend.
- Or why not volunteer as a driver to help a guide dog owner give talks and attend fundraising events?

For details, ring Jacquie Hughes-Jones on 07919 228635 or email Jacquie.hughesjones@guidedogs.org.uk

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