

# Welcome to the AFF volunteer newsletter!

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Edition 2

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## Latest news

Since the last edition of the volunteer newsletter we have recruited 11 new volunteers meaning 52 of you are currently involved with AFF.

To those new AFF volunteers, welcome to the team!

As you know we have launched a new role, Overseas Representative, and are delighted to already have two volunteers, covering USA and Izmir in Turkey.

Volunteers really do help us reach Army families *wherever* they are!

## Are you moving this summer?

Are you due to move this summer? If so, then please contact the Volunteer Manager, or your point of contact.

Why not consider volunteering with us in your new location? Contact the Volunteer Manager at [volmanager@aff.org.uk](mailto:volmanager@aff.org.uk)

Although we can't guarantee an opportunity will be available, we will do our best to accommodate you where possible.

## Volunteer survey

AFF launched its first volunteer survey in February this year - 60% of our volunteers took part, a huge thank you to you all!

AFF is delighted that:

- an average of 88% of AFF volunteers are satisfied with the rate of support received from different AFF teams
- 100% of respondents would recommend volunteering with AFF to their friends
- 84% of you feel confident in your volunteer role, with 1 in 3 of those people feeling very confident

Following on from the survey, AFF will look to:

- develop training opportunities
- implement reviews to ensure volunteers are fully supported

Log in to the secure section of the volunteer website to access the full report.

““ Volunteering with AFF continues to be a very positive experience which I thoroughly enjoy!

## Publication feedback – Changing colours at AFF

Back in 2014, the Comms Branch decided to conduct a review into AFF'S publications to see where improvements could be made.

A group of volunteers formed the publications feedback group and set about reviewing the graphics used by AFF and looking for areas of improvement. The universal feedback was that AFF's colour palette was our key limitation.

The Comms Branch has since revised the colour palette to make it more modern and relevant for our online presence. A number of versions went to the feedback group and a consensus was reached which those involved felt reflected the organisation AFF has become: fresh, current and multi-faceted. Check out the colours used in this newsletter for a taster of the new palette - we hope you love it as much as we do! Thank you for your input.

## Case study: Meet AFF volunteer, Kristy

**“”** *I would highly recommend volunteering for AFF; it's a fantastic way to meet your community and to help address issues that affect our military communities.* Kristy Brown, Event & Local Publicity Volunteer

I have been an Army wife for 15 years and have come across many different issues throughout my postings. I decided that volunteering for AFF would be a good way to give back to the communities and services that have helped me throughout the years.

As a mum with two teenagers, volunteering for AFF has also introduced me to many people in the community that I may not have met otherwise; I now have a valuable insight into the area that I live in, and much more appreciation for the work that goes on behind the scenes supporting Army families.

AFF Wales Coordinator, Suzanne Flynn, adds:

Having Kristy in Haverfordwest has been a great way of improving communication between local families, the welfare team and AFF on key issues.

Kristy helped to share an issue with AFF that many families were having with their water pressure; AFF wanted to know how many families were affected.

Kristy was vital in this situation - speaking to families, and the welfare team, to establish that around 74 families were affected. Thanks to her work, the issue is now being investigated.

Read more volunteer case studies at [volunteer.aff.org.uk/what-do-volunteers-do-with-aff/](http://volunteer.aff.org.uk/what-do-volunteers-do-with-aff/)



## A look ahead

AFF's Big Survey: 8-28 June. We are looking at Michelle Obama's quote; recruit the soldier, retain the family. We hope to identify what parts of 'the deal' are the most important to families e.g. the pension, SFA or a supportive community. More info to follow end of May.

AFF's UK Roadshows: Tidworth 7 July, Catterick 8 October, Stafford 20 October. AFF will be looking at rebasing and will have the local Garrison commanders and local authority representatives at hand to explain the expansion programme but also find out what you need in your area. Please come along yourselves and bring your friends. Free tea and cake. Publicity material coming soon.

What is AFF Campaign - We have set ourselves a target of increasing our reach to families by 10% and improving the local authorities and corporate covenant signatories' understanding of our work. We will need your help with tweets, Facebook likes/shares and promoting our new film currently being made. We will be in touch.

*Thank you!*