

Welcome to the AFF volunteer newsletter!

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Developing your role as an AFF volunteer...

Some of our volunteers highlighted a need for more training in the volunteer survey earlier this year. In response, AFF is planning to produce a YouTube link with an AFF update from Director Comms, Beth Spencer - look out for this in the coming weeks.

We also plan to cover the Covenant and Families' Concerns in future information videos; however, if there are any other areas that you would like us to cover, then please let the Volunteer Manager know at volmanager@aff.org.uk

AFF seeks minute taker...

One of the first roles AFF offered as part of the volunteer programme was that of trustee minute taker. AFF is delighted that this valued volunteer has now found employment; however, we now need to find someone new to fill this important role.

Do you have excellent administration skills? Can you produce accurate minutes to quarterly deadlines? You'll need to commit two days each quarter with meetings taking place in either Andover or London - travel and accommodation costs will be reimbursed.

We'll require evidence of your experience and your understanding of the importance of confidentiality. AFF volunteers can have more than one role, so if this appeals to you, let us know; know someone else who may be interested? Let them know about AFF.

For more details, see the AFF volunteer website, or contact the Volunteer Manager.

Retaining a role with AFF: a volunteer case study

Often, being posted means the end of a job or volunteering role, but that doesn't always have to be the case. Here, AFF overseas volunteer Sarah Thomas, shares what happened when she realised she was moving again...

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I initially volunteered for the role of AFF local publicity volunteer in Edinburgh as I was fed up of facing the same problems each time I moved. Then in February, my husband called me at work with the news we were posted to Milan - cue manic laughing and exploding brain...

I soon realised I might be able to transfer the AFF volunteer role to Italy; I love working for AFF and being able to be a voice for others rather than just whinging to my husband!

Volunteering allows me to promote the work of AFF to people I meet who may not otherwise have heard about us via official channels. In a place with such a cultural difference as northern Italy, and with limited contact from other organisations, it has been evident that Army&You magazine is a prized possession here. I'm also now more aware of the issues of social isolation and language and cultural difficulties Army spouses face when being posted to such a location.

I hope my contact with AFF may help others here to enjoy such a wonderful posting.

If you're due to be posted, please let us know. Although we can't guarantee that a volunteer opportunity will be available, we will do our best to accommodate you. It could be in the same role, or like Sarah a completely different role.

AFF's latest campaign #ourarmyfamily began with the launch of our first promotional video - not seen it yet? Have a look [here](#).

To compliment the film, AFF also ran a colouring competition to get artists young and old to draw a picture of their Army family and send it to us for a chance to win a prize. Competition closes on 1 December, so there is still time to encourage families to take part and showcase the many faces of the Armed Forces.

Know a family who'd like to share their family's story? Encourage them to contact Army&You Editor Charlotte Eadie at editor@aff.org.uk for a chance to appear in a forthcoming edition of AFF's flagship magazine.



Did you catch AFF's photo montage over the remembrance period? Dedicated to our families, this moving photo reel featured families' homecoming photos and was complimented by an extract from the song Lost and Found by alternative folk band Three and Me. Like and share [here](#).

Move-in survey: an update

AFF recently conducted a move-in survey after receiving lots of negative feedback from families since CarillionAmey (CA) took over the housing contract.

640 families took part, with 470 of those having undergone a move since CA took over. AFF was disappointed to discover that:

- 55% of families said their house was very unclean at move-in, of those 45% were officially failed by CA.
- Less than 50% of families were shown around the SFA room by room
- 64% had habitable faults including blocked drains, toilet not flushing and boiler not working.

The move-in process laid out by CA is not being adhered to by all Accommodation Officers. AFF wants to ensure that all families are able to move into quarters which are at the correct move-in standard inside and out. You can help by reminding families that they must put in an official complaint and get a reference number even if their move-in was recorded as 'failed'.

Encourage families to contact AFF if they are having problems and send photos from their move-in to housing@aff.org.uk

Look out for the full report on the AFF website this December.

Welcome to Sara Baade

The Army Families Federation is delighted to give a warm welcome to our new Chief Executive, Sara Baade, who has recently taken over from Catherine Spencer.

Sara has a strong background in management and strategic policy, specialising in vocational skills growth and development. She also has substantial experience in investment banking following five years at Goldman and Sachs investment banking division.

Sara has five year old twins and lives in London. Her late husband was Matthew Wall who served with the 9/12th Royal Lancers.

AFF is excited to move into a new phase under Sara's guidance.

