

Questions from the Volunteer Webinar – 3 June

We ran our first ever all volunteer webinar on 3 June 2020, providing an opportunity to say thank you to our volunteers for all they have achieved over the past year, and to update on how Macmillan has been responding to the coronavirus crisis. If you missed the webinar, you can view a recording [here](#).

The session concluded with a Question and Answer session with Macmillan senior management. We received more questions than could be answered in the time allotted, so this document seeks to answer all of the questions raised. If you have any further questions, please get in touch with your Volunteer Manager or contact the Supporter Care Hub on 0300 1000 200 or volunteering@macmillan.org.uk.

We have grouped the questions into theme areas...

Fundraising

Q. Will we be able to do street/shop collections considering it will involve touching small change?

At the moment, we are still recommending that there is no face-to-face fundraising until the end of July. We will update on our position before the end of July and may still extend this date. The safety and wellbeing of our volunteers and those who interact with Macmillan is of the paramount importance, so we will not reinstate collections until we can do so safely.

We are working with our health and safety team to look at how we can reduce risks once we return to face-to-face fundraising. This will include information on cash collecting and handling, wearing protective equipment and social distancing, which we will share with all fundraising volunteers before we restart.

Q. I have been a lead volunteer for a fundraising group in Cornwall for 12 years now. Obviously, all of our fundraising events which we had booked this year have now been postponed including our celebrity chef skydive. We will be doing our Coffee Morning as always in whatever form is possible, however, when do you think we could start holding our events again as we get asked by a lot of our faithful supporters?

At present, our position remains that there is no face-to-face fundraising before the end of July. We recommend checking with your volunteer manager or Supporter Care Hub before making any arrangements for 1 August onwards. We will update on our position before the end of July and may still extend this date.

Q. We have a huge outside event that we attend every bank holiday Monday in August. If it goes ahead, are we allowed to attend still?

We hope so, although this will depend on Government guidance and advice from our health and safety team. For the moment, we're asking for events to be postponed until at least the end of July. We will update about August onwards as soon as we have a clear position. We would advise continuing to plan for your event in August but staying in touch with your volunteer manager about it.

Q. What are your thoughts on how to approach businesses to gain income and also to recruit volunteers given new working practices, working from home etc.?

Our Corporate team are already thinking about what impact changes to traditional working methods could have but future working arrangements for all businesses are currently

unclear. If you are in contact with a business or want to have more information, please speak to your Macmillan contact. We are also developing opportunities for people to volunteer remotely, for example as a Telephone Buddy. You can apply [here](#).

Volunteer communications

Q. How often are we having this interaction? (referring to the webinar)

This was the first time we've run an online webinar for volunteers and so we are carrying out a full review of it. The feedback so far has been great and it's likely we'll run a similar event in the coming months.

Q. Can you send out the slides and information included in the webinar?

Absolutely. You can view a recording of the webinar [here](#) which includes all the slides and information.

Telephone Buddying

Q. Can we still sign up for the buddying?

Absolutely. To apply for support from a Telephone Buddy please use this [link](#). If you are looking to volunteer as a Telephone Buddy, you can apply [here](#).

Q. How good IT skills do you need to have to be a telephone buddy?

You need to be able to use Skype (both your interview and your training will require you to use this software) and we provide guidance to volunteers on how to set this up. We also ask that you have your own mobile phone. There is more detail on all the requirements of the role in the [role description](#).

Q. Is there any coordination going on with hospices and other contact charities? One of my telephone buddy service users is in danger of being inundated with well-intended helpers both volunteers and 'professional'?

We are in discussions with the NHS Responder scheme and similar services available in Northern Ireland, Scotland and Wales and other charities to make them aware of the service we are providing. A Telephone Buddy is able to signpost to other services if they are more appropriate to the service user or if we believe that additional support is needed during or after the telephone buddying service.

Q. After Covid-19, will the telephone buddy service be face-to-face or will it always be over the phone?

The UK-wide telephone buddy scheme was developed in response to coronavirus. We are evaluating as we go to understand how the service is performing and if it could have a purpose beyond the coronavirus crisis. We anticipate that Macmillan will return to offering face-to-face practical and emotional support once it is safe to do so. It remains to be seen whether we will continue to offer support by phone as well and this decision will be made after we evaluate the success and impact of the service including feedback from volunteers and people living with cancer.

Coronavirus

Q. What are your thoughts on the relaxation on shielding advice? Other charities, such as Blood Cancer UK, are quite alarmed and cautious.

We published this [statement](#) to the media in early June in response to the Government relaxing its shielding advice.

Other

Q. Are there any plans to try and get the grants advocates teams working by connecting to volunteer homes?

At the moment, there are no plans for enabling Grants Advocate volunteers to do their role from home. However, staff in the Grants team are able to continue providing this vital service to people affected by cancer from home. If you are a Grants Advocate volunteer and would like to continue volunteering for Macmillan during this time, you are welcome to apply to become a Telephone Buddy via this [link](#).

Q. How and what are we doing for young (i.e. teenagers) cancer sufferers or has Teenage Cancer Trust got that covered?

Macmillan is right there for all people living with cancer. We do not have a specific campaign for young people with cancer, however we do tailor our cancer information for them, both [online](#) and in our resources available via [be.Mac](#).

Q. Before lockdown we were looking to promote a 'Men's Health' campaign that Macmillan were launching. We were going to support this campaign and fundraise for it but the things we had planned can't easily be done while socially distancing. Will the campaign still be launched as the posters, videos and key messages that we saw were brilliant!

We have run a number of campaigns targeting men. We were planning to launch a new Men and Cancer campaign this year but, due to coronavirus and the partners involved, we have had to pause the campaign. We hope to launch in November.

We are running some promotions of our Telephone Buddy campaign w/c 15 June in support of Men's Health week.

Q. How can I be part of sharing wellness health and fitness techniques through a practical media platform to help volunteers and members?

Macmillan promotes eating well and keeping active to people living with cancer. There's a section of our website dedicated to that [here](#). We also partner with a number of local physical activity groups which you should be able to find by searching the ['In your area'](#) section of our website. However, some of these will be disrupted during the coronavirus crisis. We're also promoting our [Work-in Workouts](#) as a fundraising initiative during this time.