

Chief Executive: Owen Mapley



Hertfordshire County Council
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Contact: Mr Owen Mapley
Date: 24 April 2020

Dear Hertfordshire Volunteer,

With the continued rapid development of pandemic response activities, I wanted to write again in an attempt to keep you up to date with the progress made in allocating you a volunteer role.

The scale of the offers to volunteer has been phenomenal and I and colleagues across Hertfordshire remain hugely grateful. Our combined teams of council staff and a wide number of Hertfordshire's voluntary and community sector organisations are working as quickly as we can to identify you a suitable role. This is taking longer than originally anticipated, but these teams are working flat out to process the many thousands of applications we've received so we can get volunteers up and running as soon as possible.

Over 9,000 volunteers have been recruited ,and the number of volunteers deployed to date is over 3,200. We have volunteers working in a wide range of roles from warehouse duties to supporting mental health initiatives. We are aware that there is, understandably, some frustration from some volunteers awaiting a role, but I can assure you that work continues at pace to process and match volunteers with appropriate voluntary and community groups and we have streamlined processes where we can.

It has been heartening to see and hear how our communities have come together to support their neighbourhoods and each other. However we know that our most vulnerable residents are likely to need support and help from volunteers such as yourselves and their communities for some considerable time, and as our county starts to prepare for recovery and renewal we anticipate that volunteers will be needed to support this for some time to come.

County of opportunity

While you wait to hear about volunteer roles please do take advantage of the resources and free training now available to you – these can be accessed on the [#TeamHerts website](#). There are webinars, online guidance and not forgetting some self-care for yourselves: mindfulness sessions from [Mind in Mid Herts](#) and the [employee assistance service from HCPA](#) (Hertfordshire Care Providers Association) can also be accessed by volunteers working in social care.

We have paused our volunteer recruitment campaign for the time being, but we will keep in touch with you all and continue to provide you with regular updates. Your enthusiasm, generosity and patience during the pandemic is greatly appreciated.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Owen', is positioned above the printed name and title.

Owen Mapley
Chief Executive