**Volunteer 3 & 6 month Catch-up Form**

**Volunteer ThankQ number: Key Independent Age contact: Date:**

**Check ThankQ for updated diary sheets** *(if no, ask for data or prompt to them within 3 working days)*

**Confirmed confidentiality form is agreed and signed** *(if no, chase up as matter of urgency)*

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| ***Feedback from service user*** |  |

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| **Areas of conversation** | **3 month Check-in** | **6 month Check-in** |
| How are you doing?  Has anything changed since we last spoken? (e.g. *address, number of visits, availability)*  Are you enjoying your role? Do you find your role fulfilling? What could make it more so? |  |  |
| How has the role been going? Have you found any challenges or difficulties?  **If yes**: Are there any concerns or risks that you’ve identified for yourself (or for the older person you are matched with)? |  |  |
| ***The older person you support***   * *How do you think they are enjoying the relationship?* * *Do you have any concerns about their wellbeing?* * *Do you feel that they would be more socially connected if he/she were to become a volunteer?* |  |  |
| Are you aware of any:   * Changes in circumstance of the older person *(e.g. hospital admission, new contact details;* *add note in case notes tab)* * Safeguarding issues   **If yes:** Were you involved in any way?  How did you respond?  Would you like additional training or support on safeguarding issues? |  |  |
| Do you have any questions about your role?  Are you clear and confident with the role, including boundaries? |  |  |
| **Training and Support**   * Can you give me some comments about the support and feedback that you receive from your local point of contact? And the organisation as a whole?   (e.g. form and frequency of contact, IA updates)   * Is there any other training or support sessions that will benefit you in your role? * Are you aware that there are other volunteering opportunities available? |  |  |
| **General**  Are there any other general comments, concerns or questions?  Is there anything which would improve your volunteering experience with IA?  Are you receiving the IA newsletter? Any suggestions for the future content to help you or any other volunteers? |  |  |
| **List of actions identified for next check in Call**  **1.**  **2.**  **3.**  *These will be discussed at the start of your next session* |  |  |