

ONBOARDING



Table Volunteer

What will we look at in this session?



- 1 Introduction/Our Mission
- 2 Getting Started / Promotion
- 3 Risk Assessment
- 4 Next Steps



Mission Statement

It is our mission to encourage human interaction and conversation with the aim of connecting communities and improving the lives of people affected by social isolation and loneliness. It is our dream to see “Chatter & Natter” tables a part of everyday café culture and to be able to offer weekly befriending calls to anyone who needs them.

The Chatty Cafe Scheme's Values

Encouragement

Innovation

Collaboration

Kindness

Our Story so far



2019

Founded

2019

Won the Innovating for Ageing Award

2020

Awarded the Prime Minister's - Points of Light Award

2020

Won Governments' - Tech to Connect Challenge

2021

Founder awarded on OBE

2022

ITV's Million Minutes Campaign





Chatty Table Volunteer



- Create a place for your community to meet up
- Build and establish a Chatter & Natter table
- Create a "comfort zone" and bring the yellow table signs to life
- Find a supportive venue
- Commit a min. 12 weeks
- 1-2 hours per week
- Active listening
- Patience
- Kindness

Things to do



- 1 - Application form
- 2 - Onboarding
- 3 - ID, Reference, Safeguarding training
- 4 - Training to edit the venue listing on our map
- 5 - Source a venue

Getting Started

- Volunteer to source a venue
 - Do we have a member venue near to where you live?
 - What venues do you know locally?
 - Is it somewhere you like to go?
- Promotional material sent to the venue; table signs, leaflets, window stickers
- The 12 Week Plan



The Chatty Cafe Scheme

This is a Chatter & Natter table

Five minutes of your time

A quick 'Hello' can put a smile on someone's face, and brighten up your own day.

Who can join the table

If you're on your own, in a couple, with a friend, a carer why not sit here with who you care for, mums and babies, dads and babies, grandparents and babies, young people and older people and anyone in-between.

It's not about making friends just having good old fashioned human interaction.



PAINT THE TOWN YELLOW



PLAN OF ACTION FOR A CHATTY TABLE VOLUNTEER

A step-by-step guide to establish a successful Chatter & Natter table.

The 12 Week Plan

A step-by-step guide to establish a successful Chatter & Natter table.

- Template 1 - Press Release
- Template 2 - Letter to Mayor/Town Council
- Template 3 - Poster



Feedback from Chatty Table Volunteers

1) Sourcing a Venue

- Choose your venue carefully. Is it easy to access, popular and will it be flexible and supportive?
- Take time to get to know the staff so they understand what it is and how it works and how they can help.
- Make sure you talk to the Manager/decision maker of your potential venue. Staff can be nice and helpful but they won't always pass on your messages to make it happen.

2) Building Interest

- Sign up to local FB groups. Post frequently and positively to build awareness and galvanise support.
- Get help spreading the word. You can't do it all on your own. Town council staff (lots of them), doctors surgeries link workers (several of them) are great to have as advocates and can get you included in town magazines and newspapers.
- Use posters and fliers in the town. Many of your target audience will not use or have access to Social Media.
- Keep posting success stories and pictures as your group grows. People like success stories and want to be a part of them.

3) On the day

- Be really visible as host. Balloons to promote in town and wear your bright yellow lanyard so everyone knows you are there to host and be prominent.
- Stand by the door to welcome people. Feedback I have is that walking in for the first time is the hardest thing to do. It is the biggest part you can play making people feel welcome and comfortable.
- Have a few topics to raise if needed and if there is a lull in conversation just to keep it flowing.
- Take time to stand back and look around the table. Is everyone engaged or does anyone need a little help? Roam around the table and chip in where needed rather than just sitting in one place.
- As numbers grow, is there someone who can come and help you host? A partner or friend. Can be really helpful.

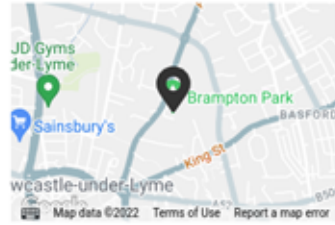
📍 Brampton Park, 9 Granville Ave, Newcastle-under-Lyme, Newcastle ST5 1JH, UK

🕒 Tuesday 10:45 - 11:45am

🌐 thelittlevintagetearoom.co.uk/

📘 Facebook

📷 Instagram



ABOUT US

Our cafe opened within Brampton Museum in May 2022, we have run the first Little Vintage Tearoom since 2013. We were excited to be part of the developments at the museum, which is aiming to remain free to visitors. The cafe space itself was made possible by a National Lottery Grant and we have seen a much requested facility being welcomed with open arms.

We aim to be an enjoyable space for all, where friends new and old can meet, catch up and enjoy homemade food and cakes at reasonable prices. Our team are friendly and we already have many regular customers whom are as welcoming as the museum itself.

Volunteer to set up and host a Chatter & Natter table at this venue

[HOST A TABLE](#)

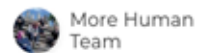
Drop in on one of our next hosted Chatter & Natter sessions

[WHAT'S ON](#)

WHAT'S ON



Hosted Chatter & Natter Table



Brampton Park, 9 Granville Ave...

Wed, 30 Nov 2022

12:00pm - 1:00pm

FREE

Hosted Chatter & Natter Table



Brampton Park, 9 Granville Ave...

Tue, 6 Dec 2022

12:00pm - 1:00pm

FREE

VOLUNTEER

The Chatty Café Scheme supports venues (cafes, pubs, community centres) to designate a table as a 'chatter & natter' table. We currently have over 1,000 venues that have joined our scheme all around the UK. Venues are seeking support from volunteers to help establish their 'chatter & natter' tables as places in their community where people can come together to chat and socialise.

[APPLY TO BE A HOST](#)

MEET THE TEAM



More Human Team

Mel Nurse

Anne Galloway

HOW TO FIND US

We're just round the corner from the newsagents, north of the roundabout. Head inside, and the Chatty Table is at the back on the left.

Promoting your sessions on The Chatty Cafe map

WHAT'S ON



Hosted Chatter & Natter Table



More Human Team

Brampton Park, 9 Granville Ave...

Wed, 30 Nov 2022

12:00pm - 1:00pm

FREE



Hosted Chatter & Natter Table



Mel Nurse

Brampton Park, 9 Granville Ave...

Tue, 6 Dec 2022

12:00pm - 1:00pm

FREE

You will be shown how to use the tool, meet Andy who's on hand to help, and get your Chatter and Natter Table on the Map (literally!).



Risk Assessment

Hazard	Control Measures (Minimise risk)
Emotional outbursts/distressed participants/memory loss of participants (at Chatter & Natter table)	<p>Keep impartial and do not offer advice other than signposting to the most relevant emergency contact(s).</p> <p>If volunteer has been affected by the incident, follow up with a debrief/report your concerns via a call to The Chatty Café Scheme Volunteer Manager, Jenny Bimpson.</p>
Aggression and violence (at Chatter & Natter Table)	<p>If somebody is showing signs of being disorderly and abusive remain patient, de-escalate and deflect where possible. If the situation worsens, report to Café Staff in the first instance, and then notify The Chatty Café Scheme.</p>
COVID	<p>If you feel unwell and have any symptoms of Covid-19, please do not host your C&N table and let The Chatty Café Scheme and the Venue know that you cannot attend.</p> <p>Follow government and café social distancing measures.</p> <p>Check café staff have sanitised tables and chairs on arrival.</p> <p>Wear masks if a member of the group has identified themselves as vulnerable.</p>
Volunteer boundaries whilst hosting a Chatter & Natter table	<p>The Volunteer to maintain clear boundaries when hosting the Chatter & Natter table.</p> <p>The Volunteer should not offer to buy any participants drinks or food.</p> <p>The Volunteer to discuss their concern/s to determine the best course of action, by contacting The Chatty Café Scheme Volunteer Manager, Jenny Bimpson.</p>

What happens when I arrive at the venue?

- Wear your name lanyard
- Consider greeting people at the door
- Check the table talker is on the table
- Connect with staff - they can help spread the word in your absence!





**Do you
have any
questions?**

