

# Including the Community When Tech is the Barrier

- David's intro (leading into 2012 by David)
- 2012 background of Ambassadors (Astrid introduction and to talk)
- EnV and background, progress of the legacy (David to talk)
- Progress of the Ambassador role / Task Groups (Astrid)
- Development of Welcome Walks & Role of Ambassadors as WW Hosts (Marie introduction and to talk)
- Technology – Barriers and Opportunities for volunteers and visitors (David)
- + Challenge to the group – how to make WW and visitor experience more interactive

# Including the Community When Tech is the Barrier

## David Boughey, Managing Director, EnV



Providing quality events, training and volunteers  
in the community, by the community, for the community.



# Coventry Ambassadors – The beginning



# Coventry 2012 Summary

- 330 volunteers
- 1500 hours
- 14,000 hours!



Ambassadors deployed to additional events  
**3,858** volunteer hours provided.



Providing quality events, training and volunteers  
in the community, by the community, for the community.

[www.env.uk.com](http://www.env.uk.com)

**600+**

Volunteers  
recruited and  
trained

**Equality**

Designed and  
delivered Equality  
and Leadership  
training

**250+**

Events  
supported

**200+**

Tokyo 2020 Host  
City volunteers  
trained

**40k+**

Volunteer hours  
delivered

**400+**

Youth and Young  
Ambassadors  
trained

**2012**

Queens Diamond  
Jubilee Award for  
Volunteering

**2016**

Coventry  
Community  
Cohesion Award  
Winner

**2017**

SME C&W  
Community  
Business of the  
Year Winner



## The Queen's Award for Voluntary Service

THE MBE FOR VOLUNTEER GROUPS

# Coventry Young & Youth Ambassadors



# EnV & Coventry Ambassadors 2012 Volunteer Legacy



# Coventry UK City of Culture 2021







One word to describe how we feel about being volunteers with EnV/Coventry Ambassadors



# Welcome Walk & City Greeters



# Technology: Obstacle / Opportunity



- **Example:**  
Communications; Scheduling & VMS
- **Our Ask/Challenge:**  
Welcome Walks: Providing a physical & virtual visitor welcome experience
- **Our Offer:**  
Welcome Walks & Testing / Innovating  
Staff Volunteering  
Collaboration  
Community Engagement / CSR



**Providing quality events, training and volunteers**  
in the community, by the community, for the community.

[www.env.uk.com](http://www.env.uk.com)

# Event Management



**E**

events

**n**

training

**V**

volunteers

# Volunteer Training



# Volunteer Management

