



MindSpace – FAQ's

What do attendees talk about whilst on the MindSpace walk?

Most of the time, the conversations are quite casual and lighthearted but we do always ask that the volunteers ensure they ask each attendee how they are feeling and how their wellbeing is so they have the opportunity to talk if they want to.

Certain topics may come up about mental health and attendees may become upset or express that things are difficult for them at the moment. We are here to listen and not to give advice. We are creating a safe space for people to talk about their feelings.

Some people may attend to de-stress and get some fresh air and they might just want to talk about the weather or what they have been watching on the TV.

What if it rains?

We try not to cancel MindSpace as we want to be there for people rain or shine. We ask that you and attendees dress appropriately for the weather and we will only ever make the decision to cancel if we have received severe weather warnings. If the weather is really cold and the attendees would rather go to the café for a hot drink, then you can head towards the local coffee shop at the park. If the weather is super-hot then we try to keep out of the direct sun as much as we can and encourage sun cream and staying hydrated.

Do we walk on bank holidays?

We do still walk if MindSpace falls on a bank holiday. We will always check that we have enough volunteers to cover that day and continue as normal.

What do we do if there is an emergency?

If the emergency is that someone is at immediate risk of harm then dial 999.

If the emergency is in relation to the second volunteer not turning up or a problem with the site etc, you can call Lucy the Mental Wellbeing Services Coordinator at Derbyshire Mind to talk it through and make an alternative plan.

What training do I get?

You will receive a full day of training and induction into Derbyshire Mind. You will have a member of the team from Derbyshire Mind with you on your first walk. There are also opportunities to join in future training sessions online that are offered to Derbyshire Mind. We will also run refresher training once you have been with us over a year.

What support will I receive?

There will always be support from Derbyshire Mind. Lucy or someone from her team will be around for emergencies on the day of the walk and also after the walk for volunteers who need to debrief.

Lucy will book in with the volunteers for catch ups and reviews but volunteers can call or email Lucy to speak to her about any concerns or feelings they may have. There will be the occasional team meeting and also opportunities to meet other volunteers and staff across Derbyshire Mind. We will also create a group chat for you and your other walk leaders to stay in touch.

What is a “good listener”?

At MindSpace, we are not here to “fix”, we are here to listen. A good listener is someone who actively pays attention to what someone else is saying and responds in a thoughtful and empathetic manner. Good listeners are patient, non-judgmental, and respectful, and they make an effort to create a safe and comfortable environment for the speaker. They do not interrupt or dismiss the speaker's feelings, and they ask open-ended questions to clarify their understanding of the speaker's thoughts and emotions.

What commitment do I need to make?

We ask that you can commit to at least 6 months of volunteering with Derbyshire Mind.

We would ask that you can cover at least 1 walk a month at MindSpace.