

# Volunteering Impact Survey 2018



## Background

This survey was drawn up using a template provided by the National Council for Voluntary Organisations (NCVO), and then adapted for use for Carers in Hertfordshire following consultation with volunteers. It was sent out for completion in October 2018 to about 190 volunteers (by email and hard copy) and 60 responses were received – a return of 32%.

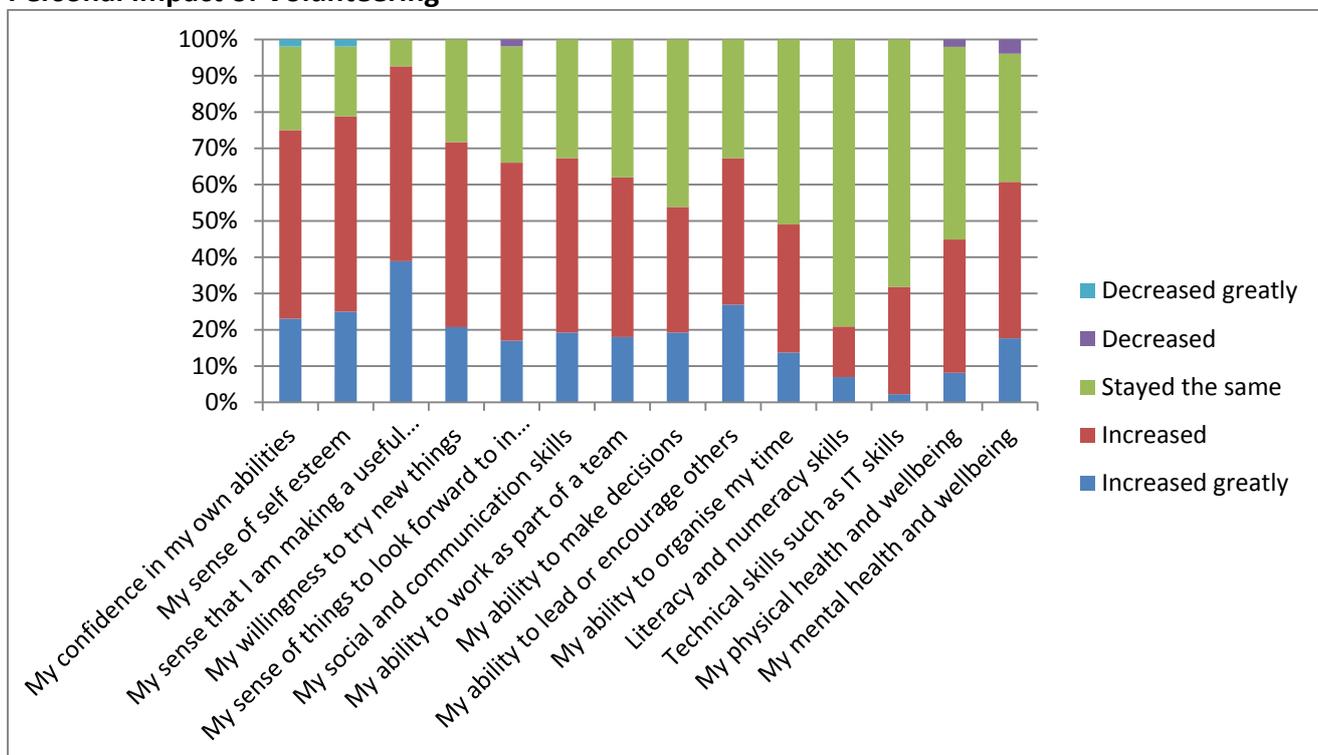
## Respondents

A good representation of volunteers responded including Hub volunteers, mentors, bereavement group, Reception, Keep in Touch team and Fundraising. It also covered volunteers who volunteer once a week or more frequently, down to someone who had only volunteered once so far; those who had been volunteering for more than 10 years, to those volunteering less than a year.

## Results

Everyone who responded was satisfied with the level of help and guidance that they received as a volunteer, which is testament to the hard work of Julie and Alex who provide this, although one volunteers said that they had not been offered any. Overall, the satisfaction with support and training was up from results last year, which is encouraging. Similarly there was a little dissatisfaction with the number of opportunities for social events with other volunteers – but less than last time, and two volunteers did not want interaction with others, so the number of opportunities to get together is probably about right.

## Personal Impact of Volunteering



90% of respondents feel positively about the useful contribution they are making and 70%+ have increased confidence and increased self-esteem. The lowest positive impact is an improvement in basic skills and IT, which reflects on the abilities of our volunteers well.

One volunteer felt their work for us has made a negative impact which is sad, so there is still work to be done to ensure that every volunteer feels valued, no matter what their role.

### Economic Impact of Volunteering

	Not relevant	Strongly Agree	Agree	Neither	Disagree	Strongly disagree
The organisation gives me access to further training for free	5	19	27	3	0	0
I have benefited from the opportunities for further training and education	13	13	19	8	1	0
I have increased my skills for employment or additional voluntary opportunities	11	10	24	6	0	1
I am aware I can claim back expenses, should I choose to do so	2	20	32	1	0	0

Many volunteers for Carers in Hertfordshire do not volunteer to gain skills to re- enter the employment market, but 34 people felt that their skills had increased (an increase of 7 from last year). Everyone knew they could claim back expenses (2 'Not Relevant' – down from 13 last year) whereas 5 thought the training offer was also not relevant. 1 person did not feel that they had benefitted from training or increased their skills.

### Social Impact of Volunteering

	NOT RELEVANT	INCREASED GREATLY	INCREASED	STAYED THE SAME	DECREASED	DECREASED GREATLY	TOTAL
My range of friendships	5.66% 3	9.43% 5	50.94% 27	32.08% 17	1.89% 1	0.00% 0	53
The number of contacts I can call on	5.77% 3	9.62% 5	53.85% 28	30.77% 16	0.00% 0	0.00% 0	52
My participation in social gatherings and activities	5.77% 3	11.54% 6	42.31% 22	38.46% 20	1.92% 1	0.00% 0	52
My support and information networks	5.77% 3	13.46% 7	57.69% 30	21.15% 11	1.92% 1	0.00% 0	52
My trust in voluntary organisations/charities	0.00% 0	24.53% 13	43.40% 23	28.30% 15	3.77% 2	0.00% 0	53
A feeling of being included or not being alone	5.66% 3	22.64% 12	52.83% 28	16.98% 9	1.89% 1	0.00% 0	53
My willingness to look out for other people	0.00% 0	28.30% 15	43.40% 23	28.30% 15	0.00% 0	0.00% 0	53

Two volunteers felt that their trust in voluntary organisations or charities had decreased from their contact with Carers in Hertfordshire which is very disappointing. The anonymity of the survey means that we cannot find out why this is the case but it shows that anyone's actions can impact on someone's opinion of an organisation. Overall though, the social impact on most volunteers is very positive – more friends and contacts, less isolation and awareness of others' needs.

Volunteers were asked why they volunteered for Carers in Hertfordshire rather than another charity. Some of the responses were:

*“As a carer I have the insight and experience to help others, spread the word, plus give back to the organisation that helped me when I needed it most.”*

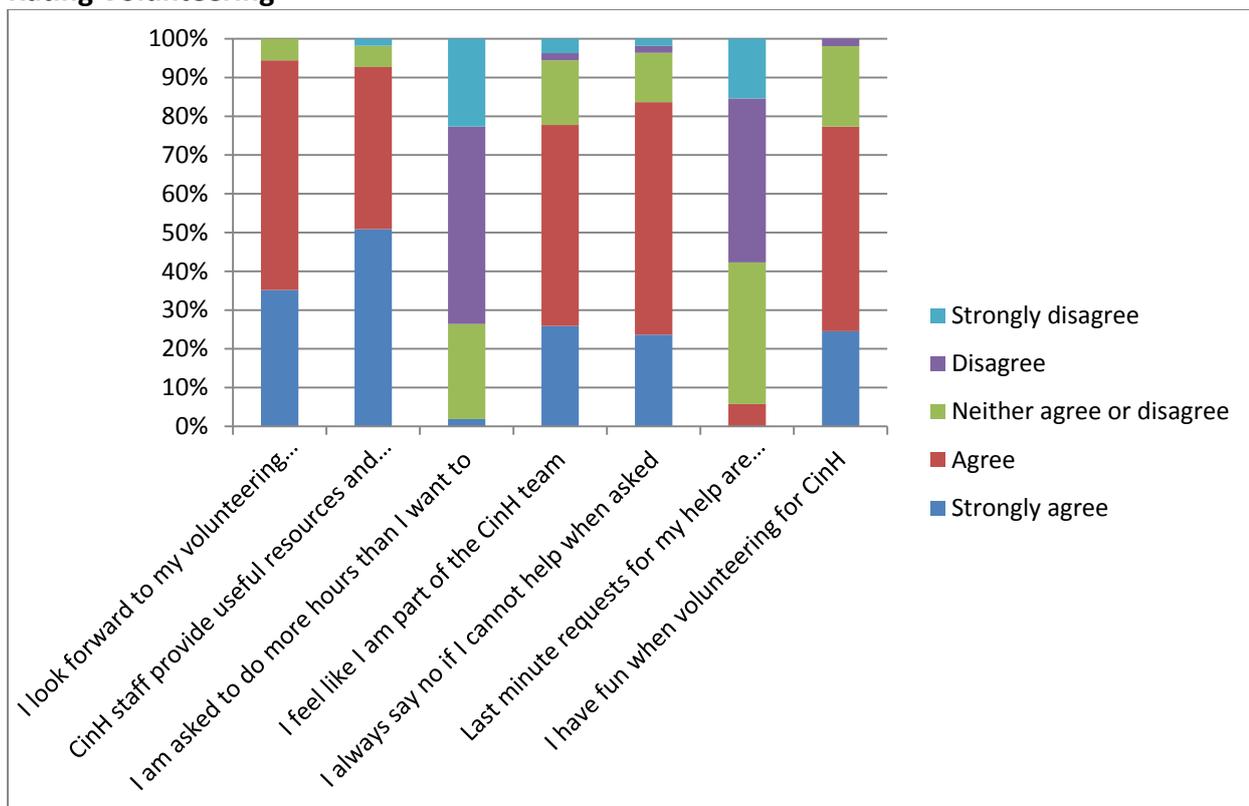
*“I volunteered with Carers in Hertfordshire because they were there for me and I wanted to give something back. I also wanted to be able to help other carers who needed support.”*

*“I felt it was an area in which my skills would be useful and relevant.”*

So not all volunteers get involved because of previous contact with the charity.

Being recommended is a very positive reason, and one to be proud of. 97% said they would recommend the charity with 1 not sure, up from last year.

### Rating Volunteering



94% of respondents look forward to their volunteering role, and 92% felt that Carers in Hertfordshire staff provided useful resources and information, but 1 disagreed. Only 1 person felt that they were asked to do more than they wanted, but 25% did not disagree with this statement. As a charity, we must take care not to impose on our volunteers too much and encourage them to say no if necessary. 3 people did not feel part of the Carers in Hertfordshire team – this is being addressed by having a wider variety of speakers at the volunteer meetings to increase knowledge of our offer. But nearly 80% of volunteers had fun when carrying out their role, which is great.

### Demographics of Respondents

39 – Current Carer

15 – Past Carer

4 – not been a carer

Gender split: Male 14% : Female 84% (1 person preferred not to say)

Age: Between 35 and 90, with the bulk being between 55 to 75.

Ethnicity: 14 Non White British took part in the survey which is a welcome increase from last year.

12 volunteers identified as having a disability of some kind.