



Volunteer Impact Survey 2020 and Snapshot Survey of Carers 2020

Background

This report includes a comparison between the Volunteer Impact Survey 2017 results with those collected in 2020. It is the results of the 2017 survey that were used in the application to the Lottery Bid. It focuses on the data as it relates to the outcomes stated in the Lottery Bid 'Caring for Volunteers':

- Volunteers' confidence in supporting local carers will increase.
- Volunteers' overall wellbeing will increase as a result of their volunteering role.
- Volunteers' skills will have increased and improved.

It also includes the data from the 2020 Snapshot Survey of Carers and assesses that in relation to the outcomes of the impact of the work of volunteers on carers stated in the Lottery Bid:

- Carers will feel less isolated because of the volunteers' contributions.
- Carers will be more resilient and knowledgeable/confident in their caring role because of volunteers' work.

VOLUNTEER IMPACT SURVEY

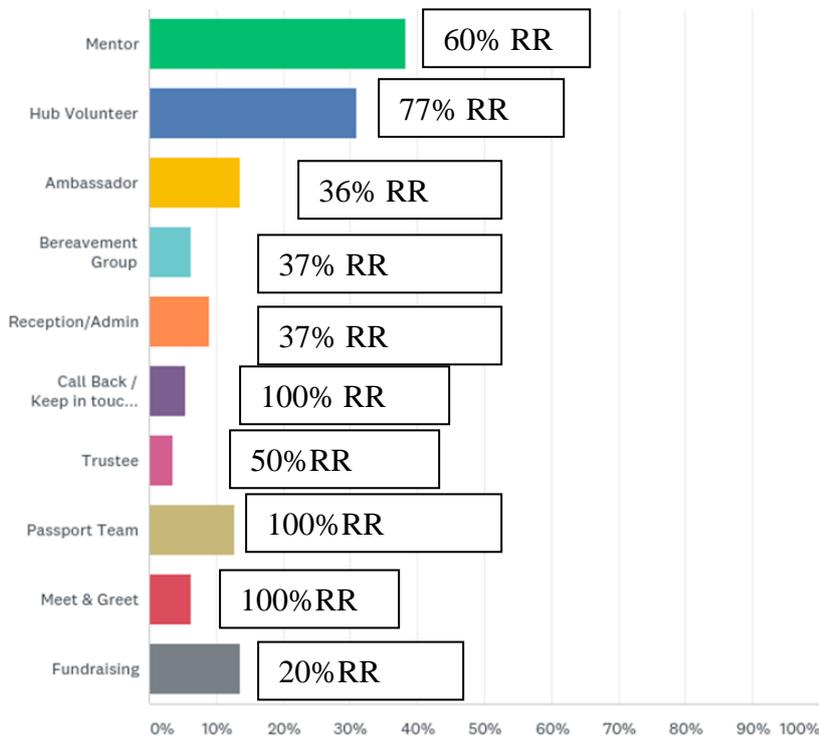
This survey was drawn up using a template provided by the National Council for Voluntary Organisations (NCVO), and then adapted for use by Carers in Hertfordshire following consultation with volunteers. The latest survey was carried out in January 2020. It was sent out for completion in January 2020 to 243 volunteers (by email and hard copy) and 104 complete responses were received – a return of 43% compared to 30% (58 out of 190 volunteers) in 2017. The higher response rate may be connected to the increase in Keep in Touch calls between Volunteer Team staff and the increased amount of training and support offered by the new 3-year Lottery funding.

Respondents

A good representation of volunteers responded across Hubs, Mentoring, Bereavement Group, Reception, Trustees, Keep in Touch team, Passport team and Fundraising. The graph on the next page shows the response rate across the teams and is an area where we can work to improve, where it is lower in some areas, over the course of the project. Over 80% of respondents (87) volunteer regularly from once a week or more to one or two days a month. It should also be noted that some respondents volunteer over more than one role.

Volunteer Impact Survey 2020 Response Rate

Volunteer role



Percentage of volunteers who responded (RR – Response Rate)

Results

When reporting on these results the data for satisfied and very satisfied has been added together and scores for 2017 and 2020 compared.

One of the benefits of the Lottery project is that it has allowed us to provide more training and support for volunteers. Volunteers were asked how satisfied they were with training they had been offered. 85% (75) were satisfied with the training. 11% (12) felt they had no need of training and disappointingly 1 person was dissatisfied and 1 answered “never been offered any training.” One person said they didn’t take part in training due to their disability, an answer which needs exploring further. In 2017 78% (43) were satisfied. There were 18 comments:

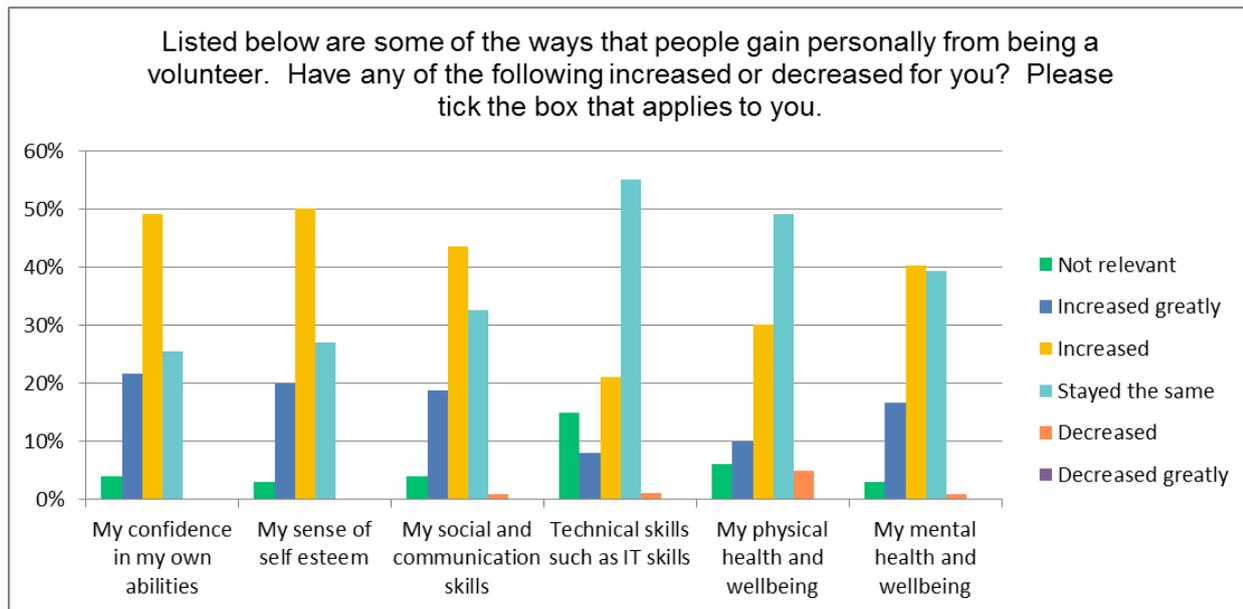
“Carers in Hertfordshire are very good at organising various relevant courses over a wide range of topics, but I would like to see courses on domestic abuse and how to spot the signs.”

“I’ve recently had to do some safeguarding training online for another organisation. It doesn’t compare well with the face to face training you always offer.”

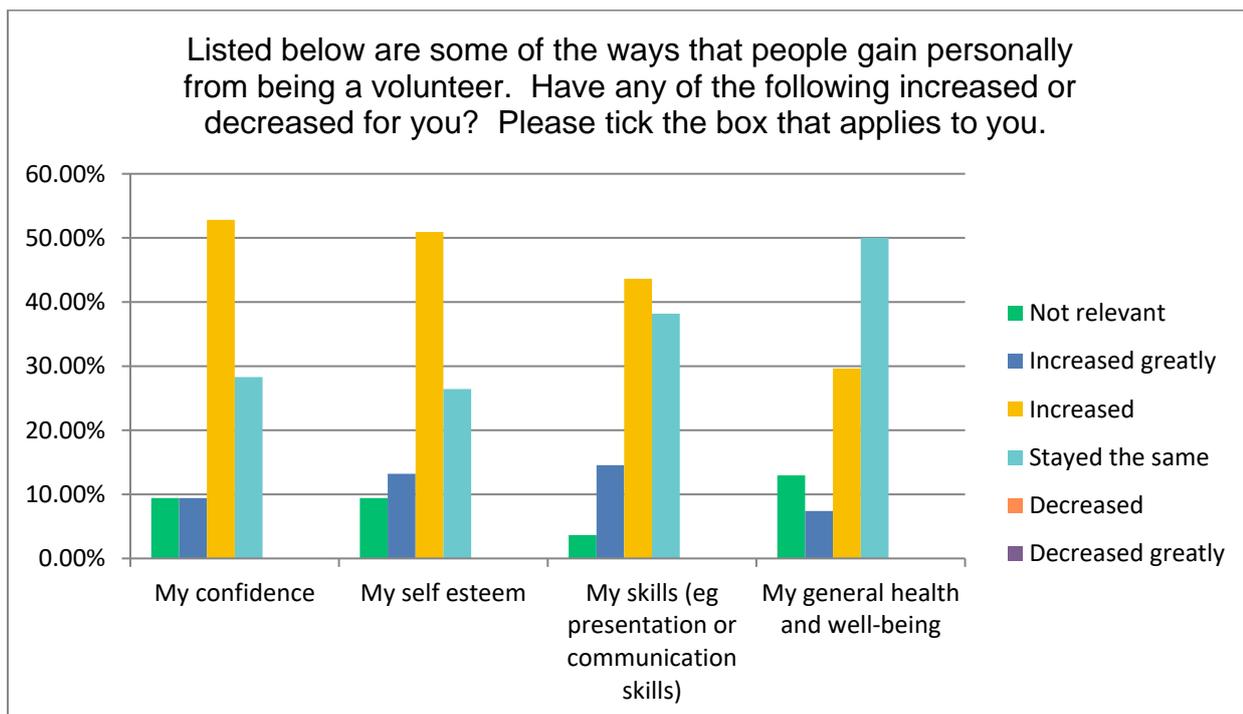
“I have been very pleased with the support given in the office by the mentor leaders and other members of staff”

98% (107) were satisfied with the level of help and guidance. 1 person was dissatisfied. In 2017 all who responded were satisfied. Many individual staff members were mentioned by name showing a wide range of good relationships between staff and volunteers working alongside each other across a range of teams. There were 21 comments. 94% are **satisfied with the amount of social opportunities** but 1 is dissatisfied. In 2017 3 respondents wanted more social events and through Lottery funding we have been able to organise more social events for all volunteers. 5 people chose “not applicable”. There were 12 comments about this.

Personal Impact of Volunteering 2020



Personal Impact of Volunteering 2017



As in 2017 (the baseline), there has been no decrease in confidence or self-esteem. In 2020 70% (72) volunteers report an increase in confidence compared to 2017 when 62% (33) volunteers reported an increase in confidence and 64% (34) reported an increase in self-esteem.

40% (40) people report an increase in physical wellbeing and 57% (58) in mental wellbeing, 5 people report a decrease in physical wellbeing and 1 in mental wellbeing. It should be noted the data in 2020 shows 80% of our volunteers are over 55 years and just under 60% are still caring. In 2017 there was no decrease in general health/wellbeing and 20 (37%) felt their general wellbeing had increased. One person in the comments mentions having been ill but is recovering now.

62% (63) report an increase in social and communication skills, 29% (29) volunteers report an increase in technical skills 1 person reports a decrease in social and communication skills and one in technical skills. In 2017 58% (32) people felt that their skills had increased.

There were 20 comments added in answer to this question, some of which are shown here:

"I have really benefited from working (as a volunteer) at Carers in Hertfordshire. I enjoy the (admin) work I do, which is really quite varied; there is a good, positive atmosphere in and around the office, and it's nice to think I am doing useful work. I definitely get out of Carers in Hertfordshire as much as I put into this brilliant charity. "

"Using skills that would otherwise not be used."

"My fitness has improved because I make myself walk to Carers in Hertfordshire. I feel a lot better for it and it's improved my mental health. I'm also very conscious of the need to be environmentally friendly due to the climate emergency."

"Mainly 'stayed the same' I think I've always had confidence and the rest of my life is pretty well grounded."

Demographics of Respondents

59% are still carers, 29% are past carers and 12% have never been a carer. In 2017 46% were still carers.

Gender split: Male 21% : Female 78% which is similar to 2017.

Age: Between under 25 and 85, with the bulk being between 55 to 75 20% are over 75.

Ethnicity: Only 6 non-white British took part in the survey. This figure has not improved since 2017.

23 volunteers identified as having a disability of some kind compared to 14 last time.

IMPACT OF VOLUNTEERS ON CARERS

This survey was sent out in January 2020 to a wide range of carers receiving services from volunteers. It is also developed from a template provided by NCVO. It was sent by email but some hard copies were completed at hub groups. 119 complete responses were received which represents a snapshot of 6,275 carers receiving services from volunteers in from 1 April 2019 to 31 March 2020.

83% of respondents were aware that some of the services or help they receive are from a volunteer. 40% of respondents were receiving help from volunteers at hubs.

89% (110) said they were satisfied or very satisfied. 2 people were very dissatisfied. 96% would recommend the volunteers and voluntary service to other people in a similar situation to themselves.

49% reported new friendships and contacts had increased or increased greatly. 45% reported their involvement in local activities had increased or increased greatly.

65% answered that their confidence (My personal development (e.g. self-confidence, self-esteem, ability to manage things in my caring role) had increased or increased greatly. 76% answered that their knowledge of where to go for support in my caring role had increased or increased greatly.

Here is handful of the many comments that appeared across the survey.

"I have found the volunteers very willing to give their time to help me when things are just getting too much and have been helped by learning of different organisations which can help with my situation and also from a very experienced advocate."

"Absolutely, the help is invaluable and wonderful to know they are there."

"Very supportive, caring and feel reassured that there is always someone to listen to your concerns."

"If they can't answer a query or help in any way in most cases they can signpost me to organisations or persons that can."

Carers were asked what could be improved and whilst the majority said they couldn't think of improvements or find fault 4 respondents mentioned the need to advertise services more.

Conclusion

The data from the Volunteer Impact Survey shows positive increases across the outcomes being measured in the Caring for Volunteers Lottery project. See table below. The data from the Snapshot Survey for Carers confirms the impact of the work of volunteers on carers is also positive.

Volunteer Impact Survey 2020 Comparison with 2017 Baseline

Outcomes Caring for Volunteers Project.	2017	2020
Volunteers' confidence in supporting local carers will increase.	62%	70%
Volunteers' overall wellbeing will increase as a result of their volunteering role (in 2017 "general wellbeing" in 2020 "physical" 40% and "mental health" 57% averaged.	37%	48.5%
Volunteers' skills will have increased and improved - 62 % Communication and Social 29% Technical in 2020 averaged.	58%	45.5%