

# Volunteering Impact Survey



## 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 May 2017 to about 190 volunteers (by email and hard copy) and 58 responses were received – a return of 30%.

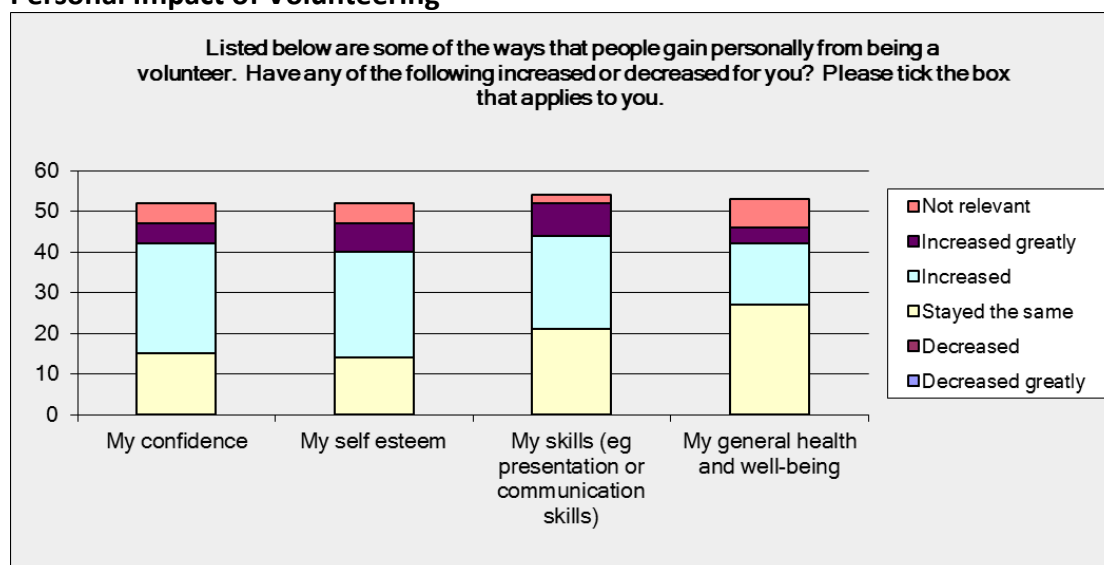
## Respondents

A good representation of volunteers responded including Hub volunteers, mentors, bereavement group, Reception, Trustees, 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

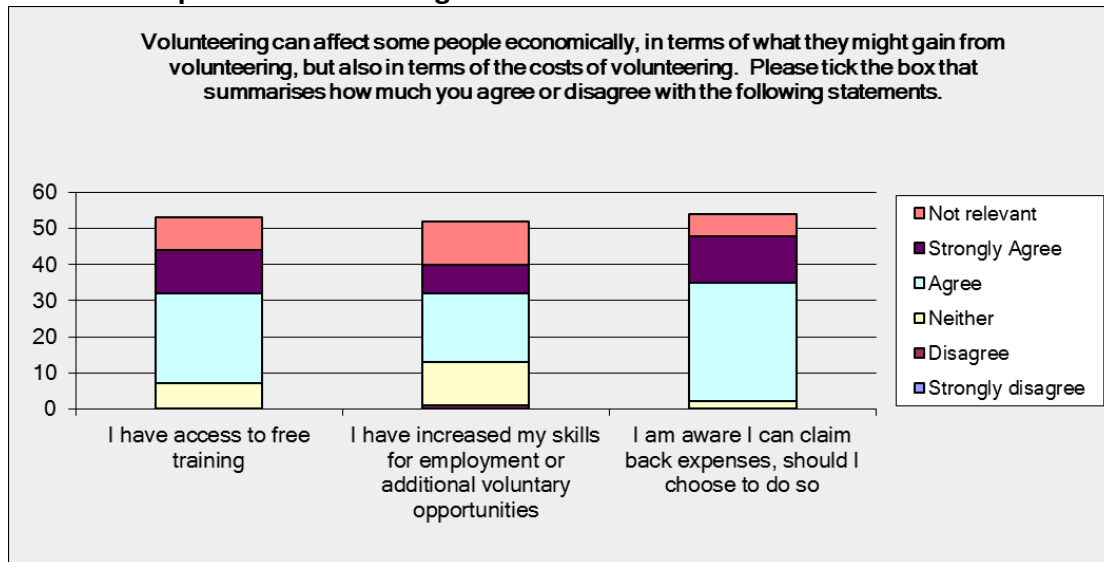
Everyone who responded was satisfied with the level of help and guidance that they received as a volunteer, which is testament to the hard work of Julie and Alex who provide this. There was some dissatisfaction with the number of opportunities for social events with other volunteers – 3 respondents would like more so Julie and I will arrange for additional volunteer meetings throughout the year to offer this.

## Personal Impact of Volunteering



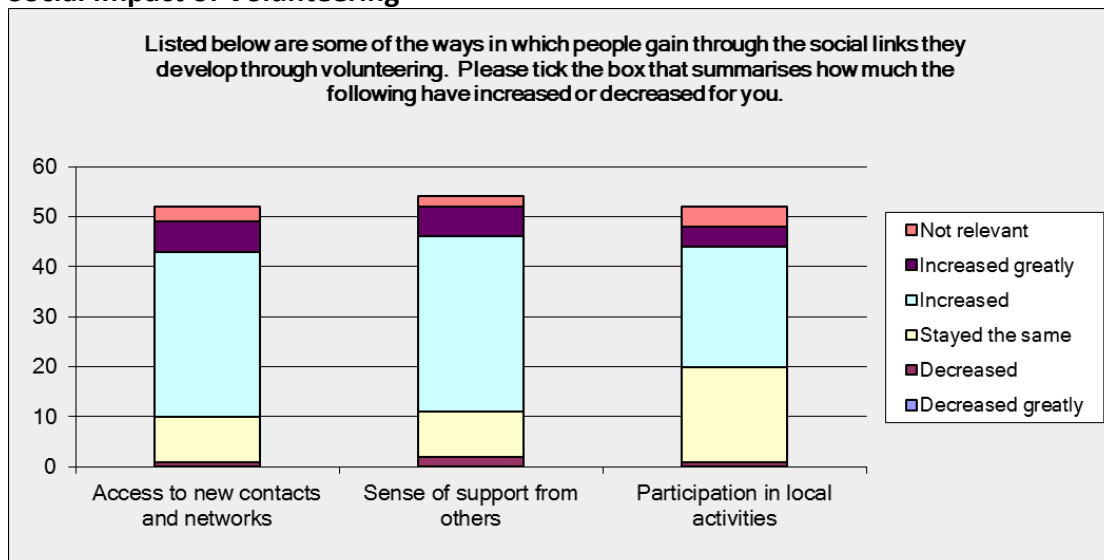
There has been no decrease in confidence, self-esteem, or general health/wellbeing as a result of volunteering, which is positive. 34 volunteers reported an increase in self-esteem or confidence, but only 20 felt their general wellbeing had increased, which is quite interesting.

### Economic Impact of Volunteering



Many volunteers for Carers in Hertfordshire do not volunteer to gain skills to re- enter the employment market, but 27 people felt that their skills had increased. Everyone knew they could claim back expenses (13 'Not Relevant') whereas 9 thought the training offer was also not relevant. It will be interesting to see what roles this relates to. 1 person felt their skills had decreased, which is disappointing.

### Social Impact of Volunteering



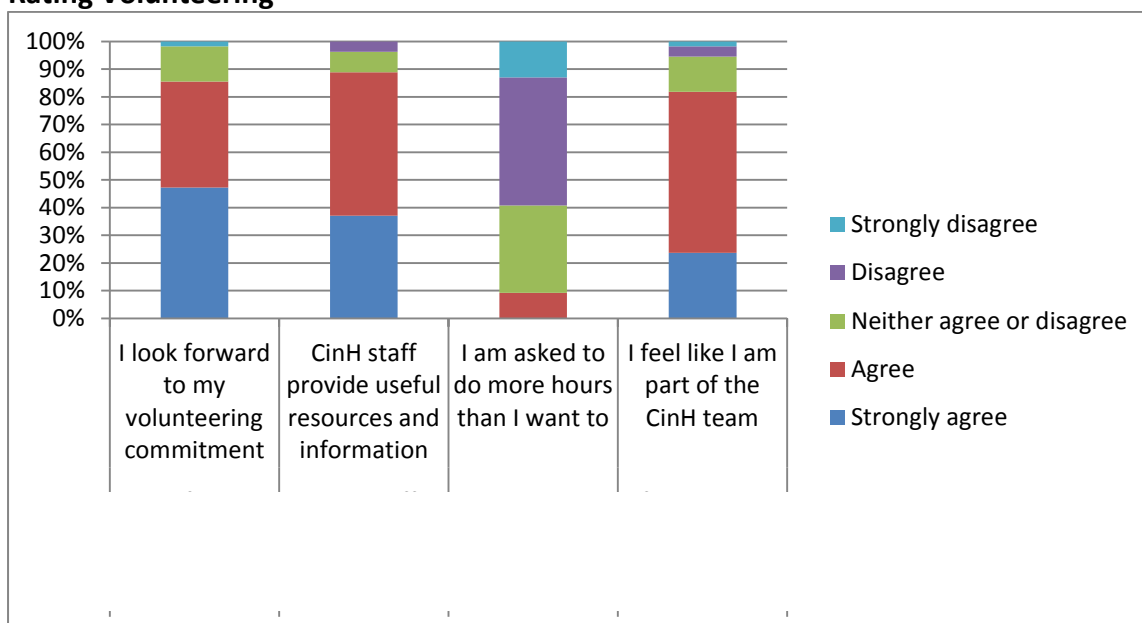
Whilst 40 respondents felt they had increased access to new contacts and networks, 1 felt this had decreased. And 2 people felt less supported by others (41 felt an increase). With additional meetings with local volunteers being offered, this may now be addressed.

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

- Carers in Hertfordshire provides valuable information, guidance and support to carers of all ages in Hertfordshire. It is a dynamic, forward looking organisation that I am proud to be associated with.
- Because I am a carer and have become aware how important and supportive Carers in Herts have been to me.
- Because I wanted to give something back
- They helped me when I needed help
- Was recommended

Being 'recommended' is a very positive reason, and one to be proud of. 93% said they would recommend the charity. Not everyone would recommend Carers in Hertfordshire though – 1 said no and 2 said 'Don't Know' so whilst we are supporting most people well, it is not right for everyone.

### Rating Volunteering



85% of respondents look forward to their volunteering role, but one person strongly disagreed with that statement. 89% felt that Carers in Hertfordshire staff provided useful resources and information, but 2 disagreed. 5 people felt that they were asked to do more than they wanted. As a charity, we must take care not to impose on our volunteers too much. 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 so that there is greater knowledge of what Carers in Hertfordshire can offer.

### Demographics of Respondents

27 – Current Carer

18 – Past Carer

10 – Not been a carer

Gender split: Male 20% : Female 80% Increasing male participation was a subject of discussion

Age: Between 35 and 85, with the bulk being between 55 to 75.

Ethnicity: Only 6 Non White British took part in the survey. This needs to increase.

14 volunteers identified as having a disability of some kind.