

Volunteer Survey Report 2014

The Volunteer Survey 2014 was sent out in July and is the second volunteer survey of the Centre. It was sent to 100 volunteers and 65 people responded, compared to 60 last year (a response rate of 65% compared with 62% last year). Following the 2013 survey, we have worked on improving some areas of the volunteering programme and these include:

Programme Developments:

- *A new induction checklist showing who is responsible for a new volunteers' induction and what each person must cover. This is also given to the volunteer so they can ask for information if it is not provided.
- *Training to Advice and Assessment staff and Learning, Development and Employment team in 'Getting Support and Supervision Right' so staff have a better understanding of their role as a volunteer supervisor and what their responsibilities are.
- *Clarity over the role of Volunteer Coordinators in supporting volunteers once they have started (covered in training sessions)
- *With improved support/supervision, volunteers have increased opportunity to discuss personal development
- *Providing client facing volunteers with training in Safeguarding and Professional Boundaries.
- *The development of a training strategy. Volunteer Coordinators are meeting with services and obtaining views on any essential core training for volunteers.
- *Introduction of gold lanyards for volunteers so people know who the volunteers are.
- *Volunteer Coordinators now 'check-in' with new volunteers to see how they're getting on, have they started.
- *Improved communication to volunteers through a greater number receiving the Centre newsletter.

Outstanding Action Points from 2013:

From staff:

1. Improve introductions when volunteers start
2. 'check-in' with staff three times a year

From volunteers:

1. Improve introductions when volunteers start

Key Points from 2014 Volunteer Survey

- Service Inductions – very slight increase in the total percentage of volunteers responding positively to their service induction, but a significant shift from 'agree' to 'strongly agree' (2013 – 26.3% and 2014 – 50%).
- 95% of volunteers feel very positive about their volunteering (up from 83% in 2013)
- *60.6% report having regular 1:1 meetings with their supervisor compared to 24% last year.

* Overall, similar numbers report feeling positive regarding being recognised for their contribution but an increase in the 'strongly agree' category e.g. 49% of volunteers this year compared to 32% last year

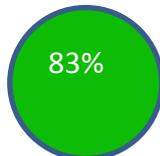
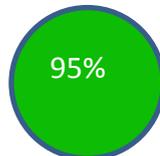
* Overall, similar numbers report feeling positive regarding The Centre encouraging personal development but a significant increase in the 'strongly agree' category e.g. 35% this year compared to 18% last year

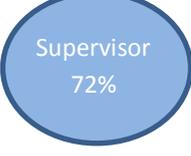
* 90% of volunteers feel they are kept informed of developments at The Centre compared with 77% last year.

2014 Volunteer Survey Results

The table below compares the percentage results from 2014 with the results from 2013 and uses three colours to highlight significant change, no significant change or a new question for this year so no comparison possible.

 Positive change
  No/slight change
  New question

Survey Questions	2013 Survey	2014 Survey	
Key Performance Indicators:			
1. Overall Satisfaction: % of very or extremely satisfied			
2. Would you recommend volunteering at the Centre:			
When I applied, I felt my enquiry was handled well			
I received a useful induction from a Volunteer Coordinator			

I received a useful induction from my supervisor/team			
I know who my supervisor is			
I feel supported by my supervisor			
I feel my contribution is valued by:			
I feel my contribution is valued by:			
I feel my contribution is valued by:	New question in 2014 survey		
I would like to be valued more	New question in 2014 survey		
I have regular 1:1 supervision meetings			
I am happy with the frequency of my 1:1 meetings	New question in 2014 survey		
My time is well used			

The Centre encourages my personal development	64% Yes	74% Yes	
I would like more opportunities to increase my knowledge and skills	49% Yes	51% Yes	
Have you encountered any problems in your volunteering in the last year?	Yes 17%	Yes 18%	



Positive change



No/slight change



New question

I am kept informed of developments at the Centre	77% Yes	90% Yes	
I am kept informed of relevant developments that effect my work	73% Yes	84% Yes	
My opinion is valued and sought by those I work with	67.2% Yes	80% Yes	
I received the quarterly/twice yearly magazine	46% Yes	80% Yes	