

VOLUNTEER ROLES

Advice Worker
Day Care Assistant
Driver's Mate
Good Neighbour
Groups Assistant
I & A Home Visitor
Information Assistant
Men in Sheds Assistant
Receptionist
Shop Assistant
Telephone Befriender
Tutor
Visiting Befriender

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Registered Charity Number 1144123

Volunteer Annual Review



2018-19

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Barnsley Shop Volunteers on Summer Trip to Haworth



Volunteer Long Service Awards

Presented at the Volunteers Christmas Party at the Metrodome

	<p>Denise Cook 5 Years</p>		
<p>Jacqui Shillaw 5 Years</p>		<p>Lynda Noble 10 Years</p>	<p>Marie Ward 5 Years</p>
	<p>Dave Pearce 5 Years</p>		
<p>Jessica Nevin 10 Years</p>		<p>Joan Gorringe 10 Years</p>	
<p>5 Years Linda Archer Wendy Eccles Susan Harrison Patricia Levitt</p>			<p>10 Years Katy Stewart Elaine Tudor</p>
<p> Dankie תודה Dankie Gracias شكراً Spasibo Merci Takk Köszönjük Terima kasih Grazie Dziękujemy Dekojeme Dakujeme Vielen Dank Paldies Kitlos Tännameid 謝謝 Thank You Tak 感謝您 Obrigado ありがとうございます Σας ευχαριστούμε 谢谢 Bedankt Dekujeme vám ありがとうございます Tack </p>			

Summary

On the whole we have learned that volunteering is a positive experience for most of our volunteers. They are satisfied, happy and feel they are well supported and managed. They have reported a range of benefits that they get from taking part in volunteering with 48% having seen improvements in their social activity, 39% increased confidence, 21% improved skills, 12% improved health and 11% improved mobility. This shows that volunteering can be beneficial to maintaining health and wellbeing in addition to supporting the charity.

The majority of our volunteers feel valued and appreciated and this is important to them. Almost 3/4 of our volunteers agree their volunteer experience is enjoyable and 1/3 say they most enjoy helping people.

Of the volunteers who completed their review 39% showed an interest in learning new things, 20% would like the opportunity to give and receive more feedback, 15% showed an interest in joining a volunteer welfare group and 20% signed up to be Micro Volunteers as well as formal volunteers. We now have 30 volunteers on our Informal/micro volunteer list.

This year our new volunteer application monitoring shows that more people are now aware of Age UK Barnsley showing a 21% increase on last year.

Almost 1/4 of volunteers reported having been involved in various volunteering for over 10 years.

As we move into the next year we need to engage with the ever changing world we live in where there may be more options available for taking up peoples time. We need to ensure that what we are offering is what potential volunteers really want and need from their experience rather than what just benefits the organisation.

As ever we are truly indebted to all our volunteers for their continued commitment and dedication and would like to express our sincere gratitude to each and everyone of them. Also once again we would like to thank all of our staff and managers for their continued support in helping keep all of our volunteers happy and enjoying their roles.

INTRODUCTION

At the end of the year we had a total of 143 formal volunteers annually devoting 28,000 hours of their time and experience to the charity on a regular basis. This year we have also recognised the 600 informal volunteers hours donated on an as and when basis that have not normally been calculated in our review.

Our volunteers continue to be predominantly women however the number of men has risen by 3% this year which is partially due to the Men in Sheds Project.

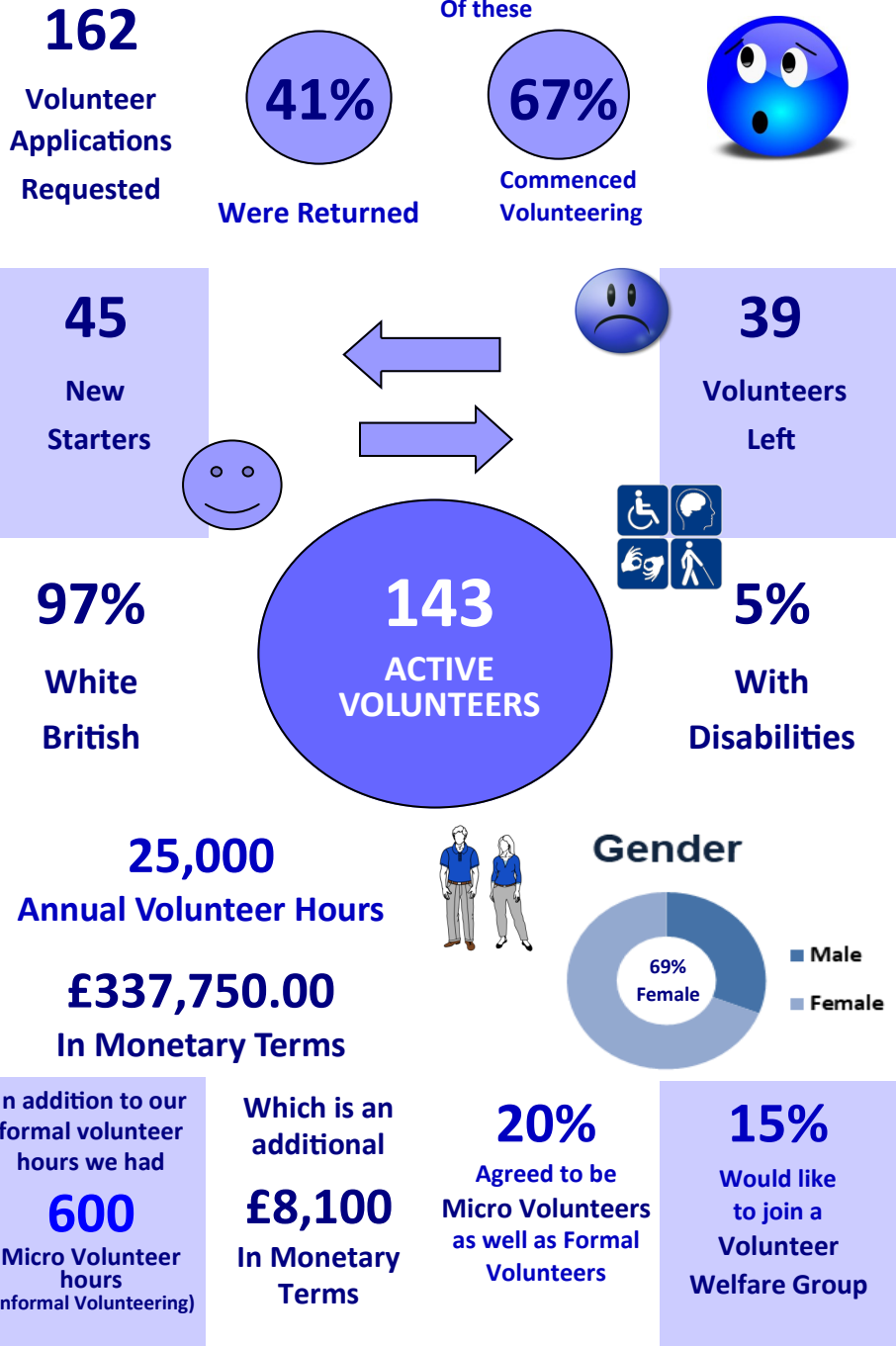
We consider ourselves fortunate that 80% of our volunteers are older citizens. These are people who are known to be the pillar of many charities voluntary workforce. They usually have ample time to offer strong engagement with charities and have other key motivations such as making friends and keeping busy. However looking forward this is expected to change in the next decade with people reaching retirement age later in life. With a change in health, attitude, lifestyle and the fact that they are likely to be working longer it is unlikely that they will be as willing or able to give as much of their very precious free time as they do at the moment.

We continue to hold a 97% White British volunteer work force. Considering the increase in the migrant population in Barnsley this is something that we will focus on this coming year. We will increase efforts to engage with a wider and diverse range of the local population to encourage them to volunteer with our organisation.

This year following the Age Friendly Conference outcomes of 2017, one of our aims was to develop a sustainable model of good practice for Age Friendly volunteering for people in later life. With this in mind we have extended this years review questions to try to find out more from our volunteers views , experiences and expectations.

This report offers a summary of the findings from the annual review.

Volunteer Statistics



Time Well Spent



In order to support people in having a Quality Volunteer Experience

We will endeavour to follow the practices set out below:-



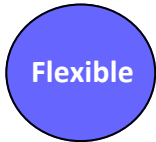
Inclusive

Offering inclusive volunteering opportunities and experiences



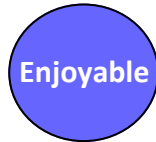
Balanced

Ensuring an appropriate level of formalisation



Flexible

Creating volunteer journeys that can adapt to the variety of volunteers and their life circumstances



Enjoyable

Trying to make the experience enjoyable for volunteers



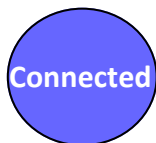
Impactful

Maximising the impact volunteering has on volunteers and on those they help



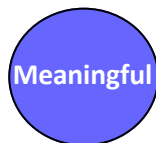
Voluntary

Ensuring volunteering feels truly voluntary at all times



Connected

Strengthening the connections that are at the heart of volunteering



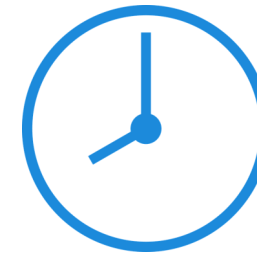
Meaningful

Supporting volunteers to give time in ways that are meaningful to them

The amount of time donated by volunteers varies significantly from less than 1 hour to over 24 hours per week.

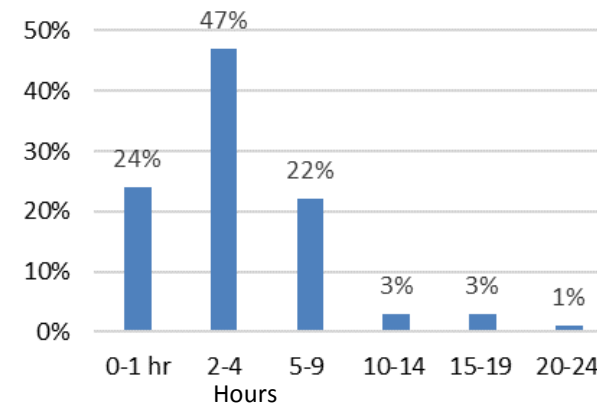
47% 

Almost half of our volunteers donate **2-4 hours** a week



Formal Volunteers  Contribute **565 Hours per week**

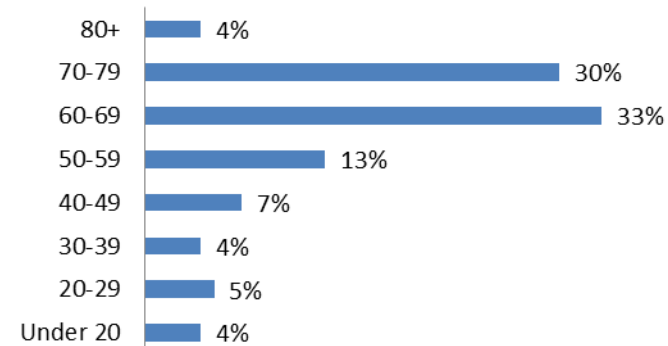
Volunteer Weekly Hours



67% of volunteers are over the age of **60**

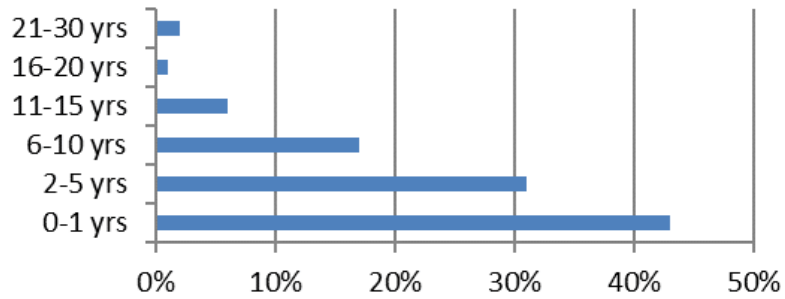


Age Group



80% Are over the age of **50**

Volunteer Service in Years for Age UK Barnsley



Almost 1/3
31%
Have volunteered with us for
2-5 years



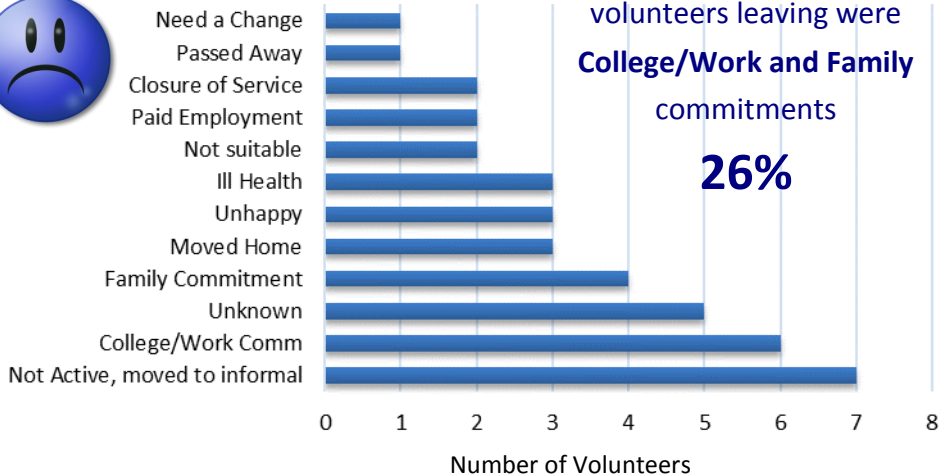
26%
Over 1/4
Have volunteered for
Over 5 years

143
Total Number of Volunteers

£10,466
Total Volunteer Expenditure

33%
1/3 of our volunteers work in shops

Reasons for Leaving



REVIEW QUESTIONS SUMMARISED


<p>91%</p> <p>Agreed they feel Valued and Appreciated when volunteering</p>	<p>87%</p> <p>Think that it is Important or Very Important to feel Valued and Appreciated when volunteering</p>	<p>24%</p> <p>Almost 1/4 also volunteer with another organisation as well as Age UK Barnsley</p>
<p>20%</p> <p>Would like more opportunity to give and receive feedback</p>	<p>90%</p> <p>Think their Skills and Experiences are Respected & Valued when volunteering</p>	<p>89%</p> <p>Said their Skills and Experiences are best used in their role</p>

Of all new applicants **MONITORING**

67%

2018-19

Previously Knew about Age UK Barnsley



As opposed to

46%

2017-18

?

We asked **How did you hear about us?**

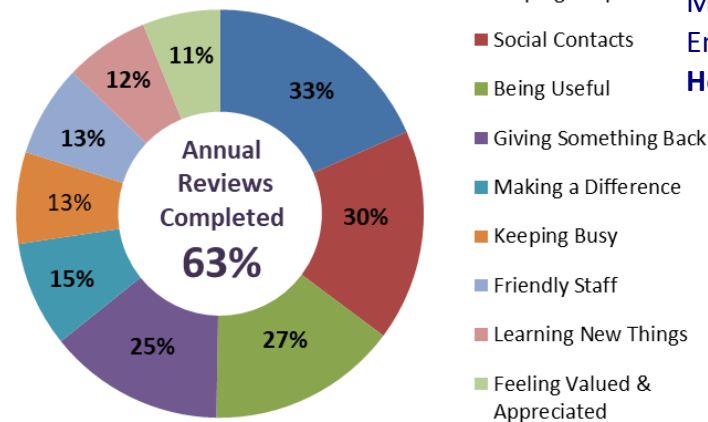
Most people

22%

Heard Through the Shops

Feedback from our Volunteer Annual Review

What Volunteers Most Enjoy about Volunteering



1/3 

Most Enjoy **Helping People**

91%

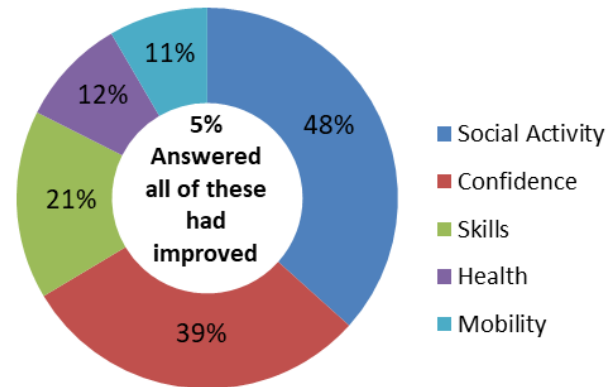
Are **Happy** and have **No Issues or Problems**

39% of volunteers who completed their review would like to **Learn New Things**

98%

Agree they feel **Well Supported**

Improvements from Volunteering



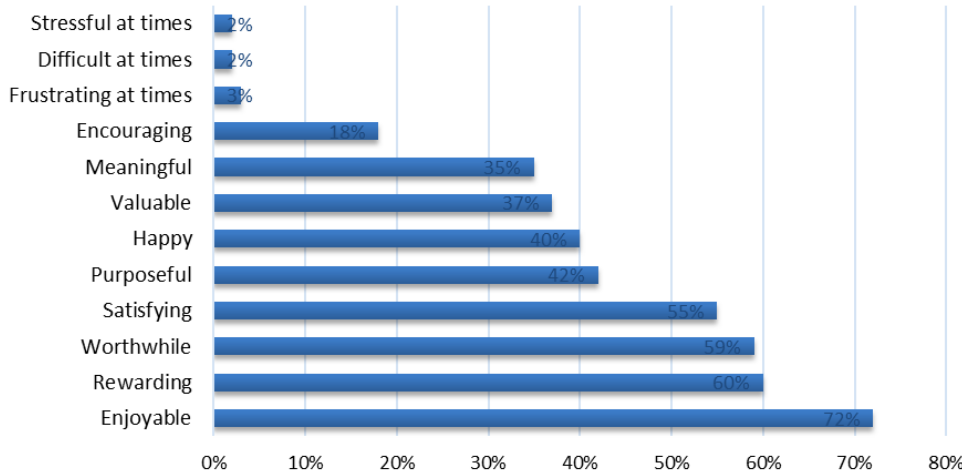
"It has given me a purpose after being widowed"

"It helps to maintain skills I already have"

"It gets me out of the house, I like to keep busy"

We asked volunteers which of the following best described their volunteer experience with us?

Volunteers Experience with Age UK Barnsley



72%

Enjoyment ranks highest among a range of volunteer experiences

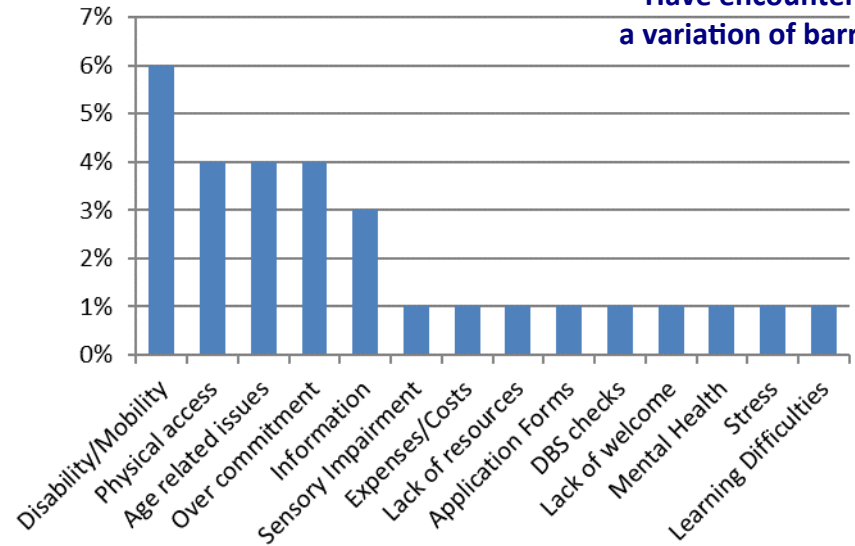


We asked volunteers if they had ever encountered any barriers that have made volunteering difficult for them.

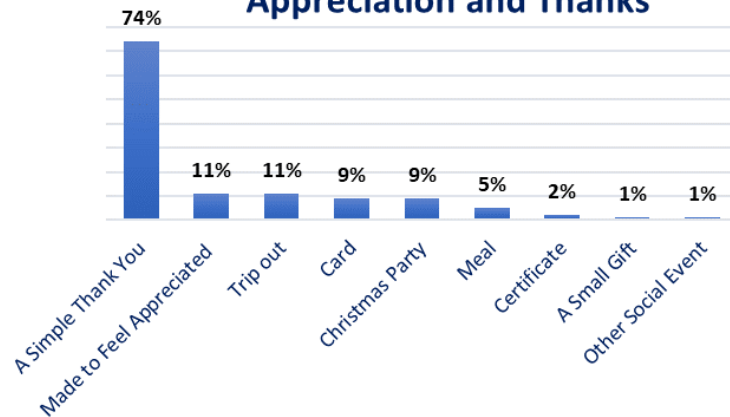
Barriers That Have Made Volunteering Difficult

31% 

Have encountered a variation of barriers.



How Volunteers Prefer to be Shown Appreciation and Thanks



Most Volunteers **74%** Prefer a Simple

Thank You

58%



Over 1/2 of the volunteers who completed their review



thought that if they experienced any life changing circumstances for example ill health or having to care for another person they would prefer to -

“Volunteer on an as & when basis to fit around their circumstances”
rather than change their role or leave