**Age UK Barrow and District Volunteer Survey Results Report**

**Total number of respondents: 39**

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| **41%** of Volunteers who responded, felt involved in the decision making of the services that they volunteered for, with 28% not feeling involved and 28% who were not sure. |
| **3%** of respondents do not currently volunteer but would like to |
| **41%** of those responding said they would like to be more involved with the design of the services |
| **67%** of volunteers felt well supported by AUKB but 33% did not feel supported |
| **95%** of volunteers responding felt that it was important to have an AUKB presence in the local community |
| **42%** of respondents would be willing to engage over a virtual meeting platform (such as Zoom/Skype) or by telephone to be involved with the development of services going forward |

**Respondents suggested the following things that AUKB could do to support older people in the area:-**

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|  ***Categorised Responses:*** |
| * Befriending (Telephone/House Calls/Companionship)
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| * Lunches during day-time activities
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| * Transport (to/from activities)
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| * Friendship Club (Chat, Tea & Biscuits) / Community group engagement (e.g. Schools)
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| * Publicity events (Incl. engaging with other local action groups)
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| * Practical Education opportunities (to learn new skills or enhance existing ones)
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| * Recruitment of Volunteers with appropriate skills
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| * Recruitment of Volunteer Mentors
 |
| * Recognition of Volunteer contributions (irrelevent of contribution level)
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| * Reduce costs of Handyperson service
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It is clear that the majority of Volunteers, engaging with AUKB, felt well supported and feel it is important to maintain a presence within the local community. It is likely to prove beneficial to hold some local publicity events, perhaps engaging with other local action groups, to attract Volunteers with skillsets and knowledge to support the future service delivery. It is also important to offer opportunities to formally recognise the contributions of volunteers, as well as providing mentorship for those people who are new to volunteering.

Volunteers proposed that the most helpful services would be those that reduced isolation and loneliness, such as a telephone befriending service and house calls/companionship. There was also a suggestion of a Friendship Club (Chat, Tea & Biscuits) and engagement with local schools to provide opportunities for school children (an activity which has been reported as being effecive in combatting loneliness). Studies suggest that activities such as this provide the following benefits:-

* Energize older adults and give a sense of purpose, especially when they are sharing their experience and skills
* Reduces a sense of isolation for older adults and potentially relieves or lessens depression
* All generations learn new skills
* Helps younger generations understand aging and face their own more positively

**Beverley Nicholson**

**Transformation Project Manager**

**16th July 2020**