

Age UK Cornwall & The IOS Volunteer Survey - The results are in My View - 2019



My Volunteer View '2019'

It has been a couple of years since our last Volunteer survey and we were keen to hear about your more recent experiences, what matters to you and what we can do to improve.

In September 2019, we asked all Volunteers to take part in 'My Volunteer View'. This was your opportunity to anonymously give us your feedback about our organisation and share your experience of being part of the Age UK Cornwall Volunteering team.



The results are now in! In Early December, your Volunteer Officer, Communications Lead and operational managers met to analyse & look closely at the results from your survey. It was extremely important for us to listen to your feedback & views. **By working together and determining future actions, our aim is to improve Volunteering for everyone involved with Age UK Cornwall.**

As promised, here are the results.

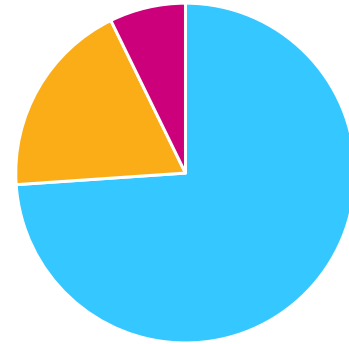
The Highlights

There really was some great feedback and we are definitely progressing in a number of areas, but as we know, there is always room for improvement and it is in these areas we will be working on next year.

[You can find the full results on this webpage, but for now these are some of the highlights.](#)

"I was so grateful for the opportunity to volunteer, it has transformed & enriched my life"

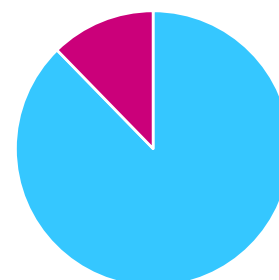
I have the support I need to carry out my role



■ Agree ■ Neither agree nor disagree ■ Disagree

59 Volunteers completed the 'My Volunteer View' survey. It was extremely positive that 74% of you felt that you had the support you needed to carry out your role, with **only 7% of you saying that you didn't have the support you needed. Our aim is to ensure that EVERYONE is supported in their Volunteer role and we will be working hard to achieve this.**

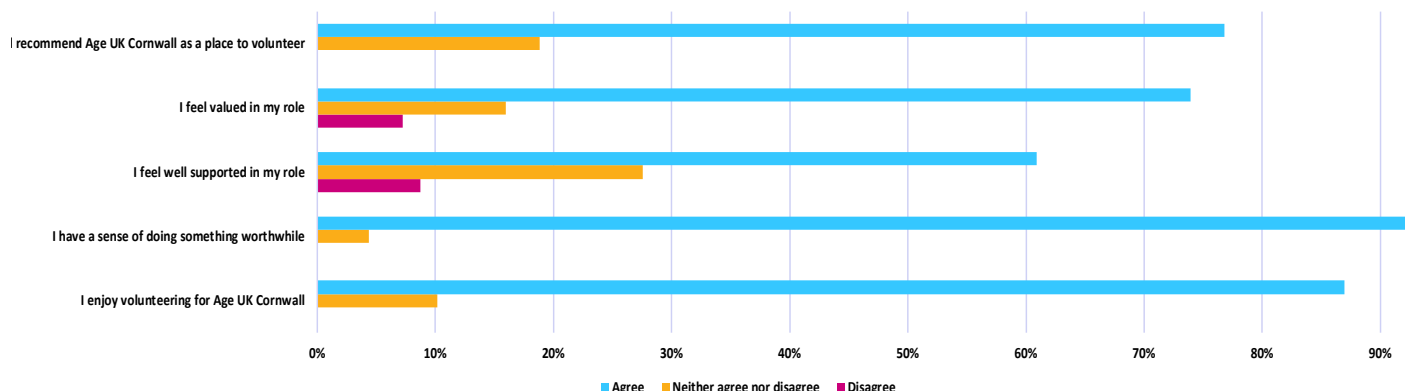
Do you know how to access support if you are facing challenges?



■ Yes ■ No

We are proud to see that the majority of volunteers **'know how to access support if they are facing a challenge'** and **80%** of you were **'satisfied that it met your needs'**. This feedback demonstrates that most of you know who to speak to in times of difficulty and are confident that we can help.

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The Highlights

It was heart-warming to see **93% of you say that you get a sense of doing something worthwhile, with 87% of you enjoying Volunteering with Age UK Cornwall & TAP.** We still have work to do in these areas and we will continue to strive forward until we reach **100% satisfaction rates.**

“I have been volunteering with you for 27 years. In that time I could write 2 books, 1 a comedy & 1 a thriller!”

Learning & Improvement

Many of you provided insightful feedback and different ways we could improve as an organisation. Some of the key messages are summarised below:

- You would like **better communication** with Service Leads and Managers. You would also like to receive regular updates and increase the availability of staff who answer phones at Boscawen House, Truro.
- You would like to see us **recruit more volunteers** in some of the hardest to reach areas of Cornwall.
- You would like to see a **wider range of training & development** opportunities.
- You would like to see **more variety** in our current Volunteering roles.

What's Next.....

We would also like to take this opportunity to delve a little deeper, and based on your results we have identified **some key actions for next year.**

-We have worked hard to streamline our recruitment processes. This has improved our response times.

-We are developing Volunteering roles and in 2020, we will be hosting recruitment events throughout Cornwall.

-In 2020, we will be rolling out a programme of training, e-learning and shadowing.

-We have begun, and will continue, volunteer reviews to listen to your views and identify your support needs.

- We will also continue to engage & communicate, using: regular updates; and your newsletter 'Volunteer Voice'.

We are also happy to announce the following series of Volunteer engagement events in 2020:

TAP Volunteer Events

- **10.02.19 at Liskerrett Centre**
- **25.02.19 at Boscawen House, Truro**
- **03.03.19 at Hayle Day Centre**

Volunteer Events

- **03.02.19 at Hayle Day Centre**
- **19.02.19 at Liskerrett**
- **10.03.19 at Newquay Day Centre**
- **17.03.19 at Boscawen House, Truro**
- **23.03.19 at Camelford Hall**

(All events are running between 1730-1930)

Lookout for more information on these events in the New Year.

Again, thank you all so much for taking part. We are listening!