

## Home and Communities and Helplink Annual Volunteer Survey 2021 – feedback



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## Home and Communities and Helplink Annual Volunteer Survey 2021 – feedback

### Key feedback

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Thank you to all the volunteers who took the time to complete our Annual Volunteer Survey. We had a brilliant response, and it has given us lots of information to show what our services achieve and develop them to achieve even more as we go forward.

We had 84 volunteers respond to our survey, and this is what we found...

**2 hours**

is the average amount of time  
people volunteer with us every  
week



**83%**

of respondents said they did not  
want a formal volunteer review  
procedure

**96%**

of respondents said we cater for  
the needs of our clients



**99%**

of respondents said they felt they  
received adequate support for  
their role

**97%**

of respondents said they had  
enough training to carry out their  
role



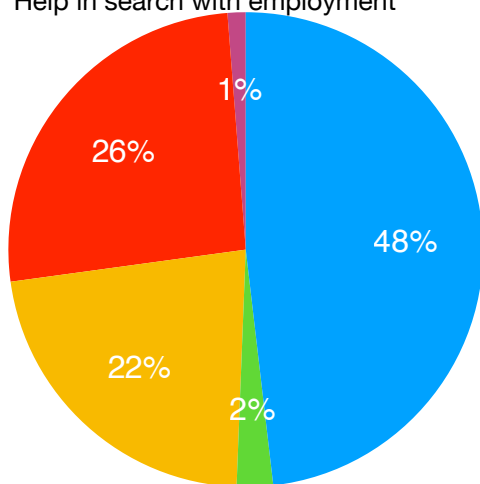
**100%**

of respondents said they would  
recommend volunteering with us  
to friends and family!

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## Reasons for volunteering

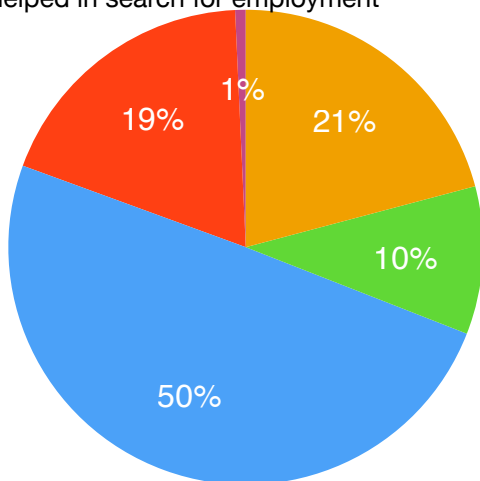
- To help others
- The pandemic (COVID-19)
- Help in search with employment
- History of volunteering
- Spare time



As you can see, the reasons for joining the volunteering service are varied, but a large amount of the volunteers joined to help other people. Others joined due to spare time and the pandemic, and the remainder joined due to past experience and to increase job opportunities. Regardless of the reasoning for joining the volunteer service, all of the volunteers make a huge difference to the lives of the clients.

## The impact of volunteering

- Achieve personal goals
- Feeling part of a community
- Helped in search for employment
- Increase confidence
- Develop new skills



The volunteering service doesn't only impact the clients, as the pie chart to the left shows- it has a positive impact on the volunteers too. It has helped half of the volunteers to feel part of a community. It has helped some to achieve personal goals and develop new skills. Then a small number of volunteers feel it has increased their confidence and helped in their search for employment. The impact of volunteering is so significant for everyone involved.

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## Suggestions and what we are going to do next

You gave us some brilliant suggestions on how to improve our services. Here are the ways we are going to try and implement those suggestions, or the reasons why we have certain processes in place.

### You said:

“ We would like more training in First Aid and Health & Safety ”

“There should be more ways to communicate what we found during volunteering.”

“There should be more face-to-face contact.”

### We listened:

#### Training

We understand the importance of training for our volunteers, and we are looking into offering the following on a regular basis:

- First Aid
- Moving and handling for drivers
- Visual impairment awareness
- Managing difficult conversations
- Listening skills
- Pathways to employment
- Health and Safety
- Falls Buddy refresher course

#### Communication

- We are already working on ways to make our Friday Bulletin more useful to volunteers - with a regular Volunteering feature.
- We will advertise other volunteer roles through the Friday Bulletin
- We are going to build in ways to touch base with our volunteers on a one-to-one basis regularly.

#### Developing our services

- We do deliver our services at a weekend- although we have to work with the limited resources we have
- We are increasing face to face contact- our groups are coming back and our befriending matches are starting to meet again

#### Other support for clients

- We have good links to other voluntary organisations that support older people, so we will start to share this information with our volunteers.

#### Service charges

- We understand the cost of transport and shopping can be a lot for some clients. We have to cover those central costs to keep it going.
- Our team always review individuals where the cost could stop them having this vital service.

#### Our phone lines

- We are trying to fix some issues with our phone lines and find ways for volunteers to contact us quickly when they're with a client.
- We are a very small team with a large client base, so cannot guarantee client calls will be answered immediately, but there is a voicemail facility.