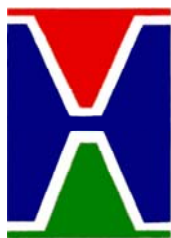


Report compiled by Herefordshire Council Research Team
March 2006

Herefordshire Volunteer Survey 2006



Volunteer Centre
North, West & South Herefordshire

**Herefordshire
Voluntary Action**



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Introduction

The main aim of the Herefordshire Volunteer Survey was for the Volunteer Centre of Herefordshire Voluntary Action (HVA) and the Volunteer Bureau of Community Voluntary Action Ledbury & District (CVALD) to collect information from volunteer-involving organisations in Herefordshire on recruitment, retention and good practice issues. This piece of work had been identified as a volunteering priority in the Herefordshire Infrastructure Consortium Plan 2005/06; a need that was further highlighted at Volunteer Co-ordinator Forums held by HVA and CVALD during the second half of 2005, with many groups experiencing difficulties around finding volunteers whilst others were also finding it difficult to keep them involved.

Originally it was intended that the findings from the survey would be used to enable the two local volunteering infrastructure organisations to plan their future service delivery to provide the best possible support for volunteer involving groups. However, during the planning stage of the survey, an additional but complementary need was raised through Herefordshire Partnership which had secured funding through LPSA2* to increase volunteering in the county. HVA and CVALD agreed with Herefordshire Partnership that the results from the survey would also be used to decide how this money should be best spent.

202 surveys were posted out in February 2006 by Hereford Volunteer Centre and Ledbury Volunteer Bureau to all organisations registered with them for volunteers. 106 surveys were completed and returned, giving a response rate of 52%. Herefordshire Council Research Team undertook the data entry and analysis, and compiled this report.

This report contains the results obtained in the consultation. Where comments made in a free text box could be divided into groups, the groups are presented in tables. Where categorisation was not possible, all comments are provided in full. The raw data for all questions are presented in a separate document.

<p>HEREFORD VOLUNTEER CENTRE</p> <p>Herefordshire Voluntary Action Berrows Business Centre Bath Street Hereford HR1 2HE</p> <p>Tel: 01432 343932 Email: volunteer@herefordshireva.org Company No. 4625595 Charity No. 109645</p>

<p>LEDBURY VOLUNTEER BUREAU</p> <p>Community Voluntary Action Salters Yard Bye Street Ledbury HR8 2AA</p> <p>Tel: 01531 635339 Email: ledburyvb@care4free.net</p> <p>Charity No. 700663</p>
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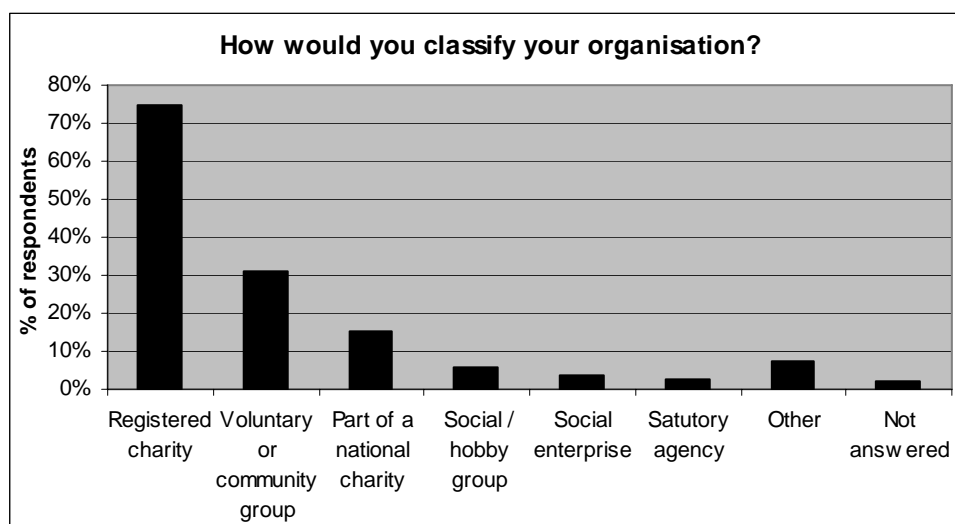
* LPSA: Local Public Service Agreement between Local Authorities and Central Government, to achieve and reward agreed locally determined targets.

About your Organisation

How would you classify your organisation?

Three quarters of respondents stated that their organisation was a registered charity. Just under a third said it was a voluntary or community group.

Organisation classification		
	Frequency	%
Registered charity	79	75%
Voluntary or community group	33	31%
Part of a national charity	16	15%
Social / hobby group	6	6%
Social enterprise	4	4%
Statutory agency	3	3%
Other	8	8%
Not answered	2	2%



Entries made in the “other, please specify” box:

<i>Animal Rescue</i>
<i>Company Limited by Guarantee</i>
<i>Credit Union Ltd</i>
<i>Drop in centre for Internet use and course provision</i>
<i>NHS funded</i>
<i>Registered charity is dormant at the moment but our supportive initiative is a social enterprise</i>
<i>School</i>
<i>Shaw Health Care</i>
<i>Youth and Community Centre</i>

How many people are employed by your organisation in Herefordshire?

30% of organisations had no employees. 10% had more than 20 employees.

Number of employees		
	Frequency	%
0	32	30%
1	13	12%
2 - 5	20	19%
6 - 10	13	12%
11 - 15	5	5%
16 - 20	4	4%
21 or more	11	10%
Not answered	8	8%



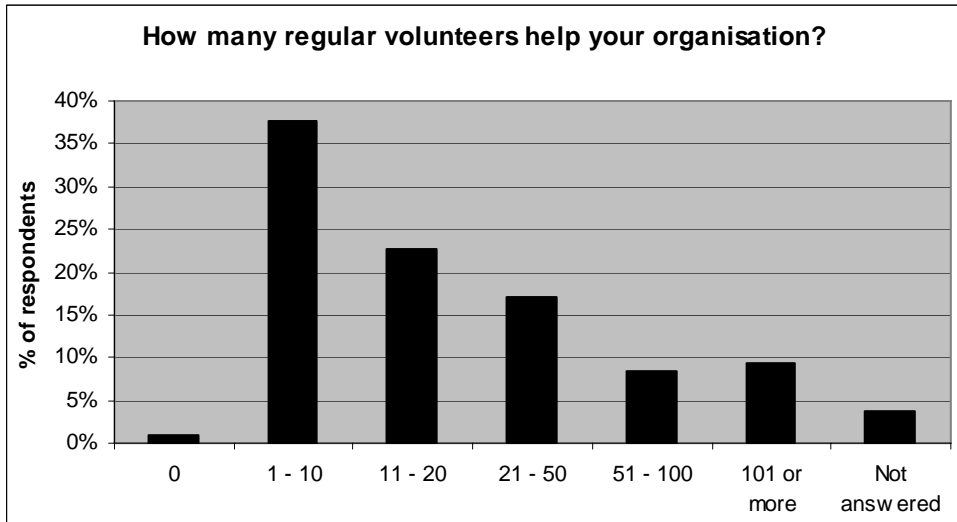
About your Volunteers

How many regular volunteers help your organisation?

38% of organisations had between 1 and 10 volunteers, and just under a quarter had between 11 and 20. 9% had more than 100.

Note that as the question presented a free text box, some interpretation of the answers given was necessary. For example, a response of “1 fortnightly, 1 monthly, 7 bimonthly” was taken as 9 regular volunteers.

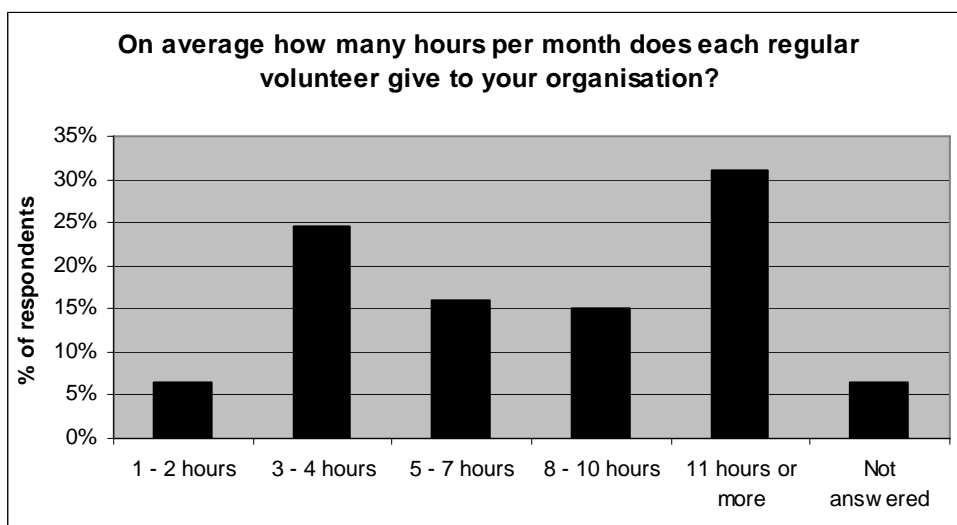
Number of regular volunteers		
	Frequency	%
0	1	1%
1 - 10	40	38%
11 - 20	24	23%
21 - 50	18	17%
51 - 100	9	8%
101 or more	10	9%
Not answered	4	4%



On average how many hours per month does each regular volunteer give to your organisation?

31% of organisations stated that their regular volunteers gave an average of 11 hours per month or more. A quarter stated that they gave between 3 and 4 hours per month on average.

Time given per month by regular volunteers		
	Frequency	%
1 - 2 hours	7	7%
3 - 4 hours	26	25%
5 - 7 hours	17	16%
8 - 10 hours	16	15%
11 hours or more	33	31%
Not answered	7	7%

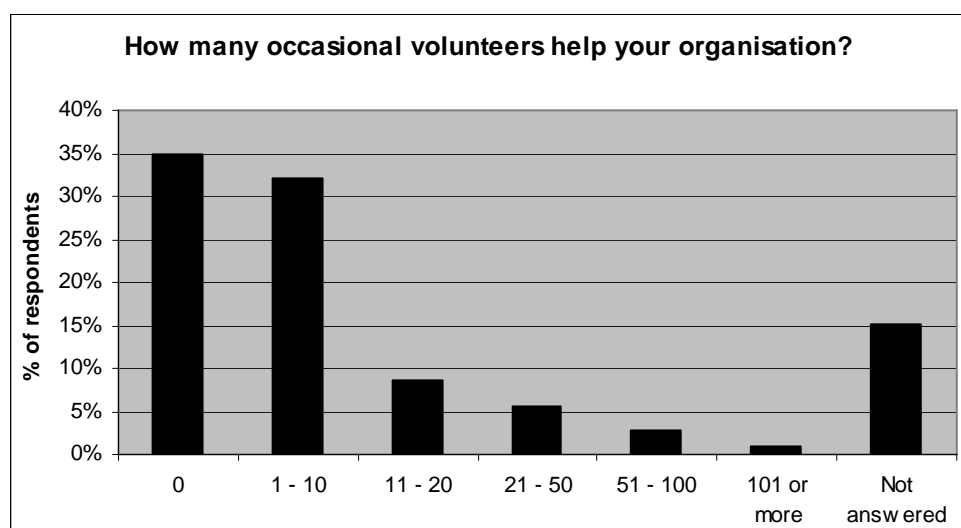


How many occasional volunteers help your organisation?

More than a third of organisations had no occasional volunteers. A similar proportion had between 1 and 10 occasional volunteers.

Note that, as for the number of regular volunteers, some interpretation of results was necessary.

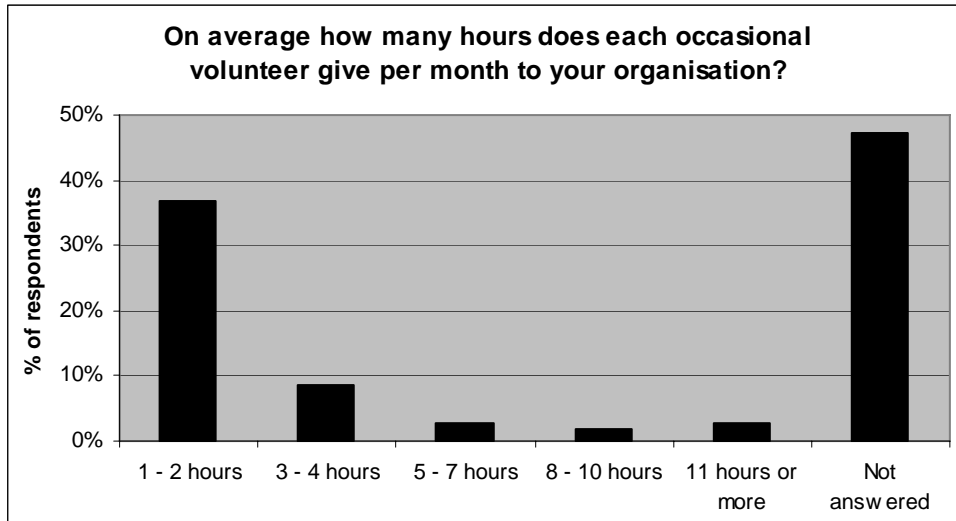
Number of occasional volunteers		
	Frequency	%
0	37	35%
1 - 10	34	32%
11 - 20	9	8%
21 - 50	6	6%
51 - 100	3	3%
101 or more	1	1%
Not answered	16	15%



On average how many hours does each occasional volunteer give per month to your organisation?

37% of organisations stated that their occasional volunteers gave an average of 1 to 2 hours per month. 8% stated that they gave between 3 and 4 hours per month.

Time given per month by occasional volunteers		
	Frequency	%
1 - 2 hours	39	37%
3 - 4 hours	9	8%
5 - 7 hours	3	3%
8 - 10 hours	2	2%
11 hours or more	3	3%
Not answered	50	47%



How many more volunteer hours do you require per month to run your organisation?

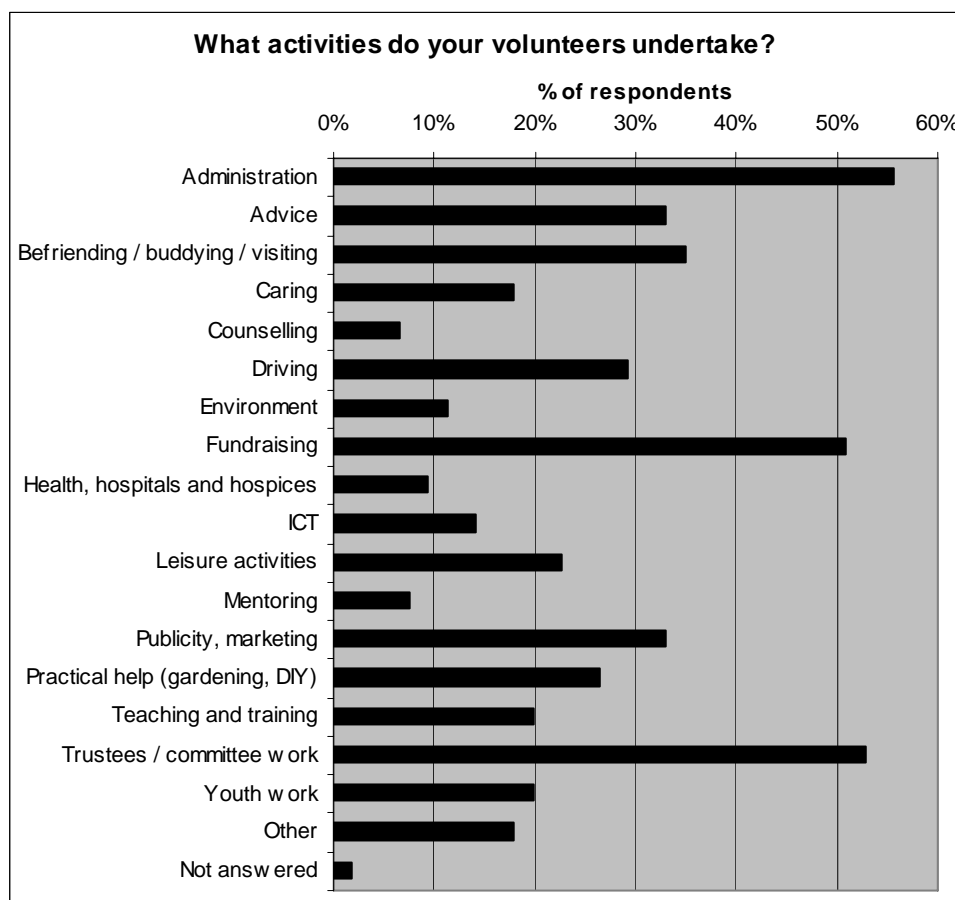
11% of organisations said they did not need any more volunteer hours. A quarter said they needed between 1 and 10 more hours. 6% said “as many as possible” or an equivalent phrase. 9% gave a different answer, for example “more would be good but my area is running well at present” or “on going requirement”.

Extra volunteer hours required		
	Frequency	%
None	12	11%
1 - 10 hours	27	25%
11 - 20 hours	9	8%
21 - 50 hours	10	9%
51 hours or more	5	5%
As many as possible	6	6%
Other answer	10	9%
Not answered	27	25%

What activities do your volunteers undertake?

56% of organisations stated that their volunteers did administrative work, 53% stated they did trustee and committee work, and 51% said they did fundraising.

Activities undertaken by volunteers		
	Frequency	%
Administration	59	56%
Advice	35	33%
Befriending / buddying / visiting	37	35%
Caring	19	18%
Counselling	7	7%
Driving	31	29%
Environment	12	11%
Fundraising	54	51%
Health, hospitals and hospices	10	9%
ICT	15	14%
Leisure activities	24	23%
Mentoring	8	8%
Publicity, marketing	35	33%
Practical help (gardening, DIY)	28	26%
Teaching and training	21	20%
Trustees / committee work	56	53%
Youth work	21	20%
Other	19	18%
Not answered	2	2%



Entries made in the “other, please specify” box

<i>Advocacy</i>
<i>Assisting with riding therapy by leading or sidewalking riders on horses</i>
<i>Day care assistants</i>
<i>Deliver meals-on-wheels two days a week</i>
<i>Development Education</i>
<i>Facilitation</i>
<i>Financial organisation (x 2)</i>
<i>Hands on cat care. Home visiting.</i>
<i>Help at supporting groups and clubs</i>
<i>Help in a playgroup</i>
<i>Helpline (x 2)</i>
<i>Manufacturing and adapting products for disabled people.</i>
<i>Mental Health Helpline</i>
<i>Most are fundraisers in their local area.</i>
<i>Planning Monitoring</i>
<i>Reprographic services</i>
<i>Shop and tea room assistant</i>
<i>Treasurer (4+ pcm) Media / publicity (8hrs pcm)</i>
<i>We provide emotional support and practical information about Court proceedings.</i>
<i>Welcoming Visitors</i>

What is the background of your volunteers?

This question asked for the numbers of volunteers in each demographic category. Many organisations did not answer this question, either because they do not hold this information on their volunteers, or because they did not want to disclose it. In many cases, the question was completed incorrectly, where a respondent ticked the relevant box rather than writing in the number of volunteers in a particular category. During data entry, these incorrect entries were recorded, but they are not included in the analysis below. The raw data for these questions will be presented in a separate document.

The following table contains the proportions of respondents who answered each question correctly, those who answered each incorrectly, and those who did not answer.

Correct completion of volunteer background questions		
	Frequency	%
Gender		
Answered correctly	73	69%
Answered incorrectly	4	4%
Not answered	29	27%
Age group		
Answered correctly	57	54%
Answered incorrectly	10	9%
Not answered	39	37%
Ethnicity		
Answered correctly	55	52%
Answered incorrectly	20	19%
Not answered	31	29%

The figures in the tables below are calculated by summing the number of volunteers quoted in each category. This means that only volunteers from the organisations that provided the data in the required format are included. The data CANNOT be taken as representative of all organisations.

Volunteer gender

In those organisations that provided data in the correct format, around three quarters of volunteers were female and a quarter were male.

Volunteer gender <i>NB INCLUDES ONLY CORRECTLY COMPLETED RESPONSES TO THE QUESTION, AND IS THEREFORE VERY LIMITED IN ITS USE</i>		
	Frequency	%
Male	564	24%
Female	1788	76%

Volunteer age group

In those organisations that provided data in the correct format, 45% of volunteers were aged between 45 and 64 years. 27% were aged 65 years or over.

Volunteer age group <i>NB INCLUDES ONLY CORRECTLY COMPLETED RESPONSES TO THE QUESTION, AND IS THEREFORE VERY LIMITED IN ITS USE</i>		
	Frequency	%
Under 15	19	1%
15 - 18	120	9%
19 - 25	68	5%
26 - 44	178	13%
45 - 64	616	45%
65+	379	27%

Volunteer ethnicity

Particular care should be taken with volunteer ethnicity, as the question asked the respondent to record the ethnicity of all volunteers in the organisation. If this was not recorded as a matter of course, the respondent may have guessed this information or made assumptions about the ethnicity of volunteers.

In those organisations that provided data in the correct format, 99% of volunteers were White.

Volunteer ethnicity <i>NB INCLUDES ONLY CORRECTLY COMPLETED RESPONSES TO THE QUESTION, AND IS THEREFORE VERY LIMITED IN ITS USE</i>		
	Frequency	%
White	1727	99%
Black or Black British	0	0%
Asian or Asian British	4	0%
Mixed	4	0%
Chinese or other	16	1%

Would you find it useful to have some guidance on how to collect this information?

83% of organisations said they would not find it useful to have guidance on collecting demographic information on their volunteers. 4% said they would find it useful.

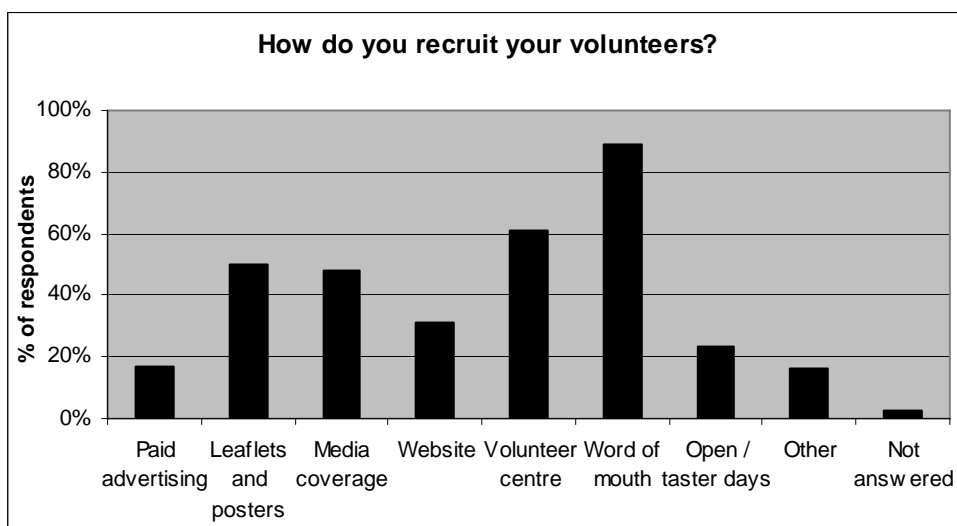
Require guidance on collecting demographic information		
	Frequency	%
Yes	4	4%
No	88	83%
Not answered	14	13%

Recruitment of Volunteers

How do you recruit your volunteers?

89% of organisations used word of mouth to recruit volunteers. 61% used the volunteer centre, 53% used leaflets and posters, and 51% used media coverage.

Recruitment methods		
	Frequency	%
Paid advertising	18	17%
Leaflets and posters	53	50%
Media coverage	51	48%
Website	33	31%
Volunteer centre	65	61%
Word of mouth	94	89%
Open / taster days	25	24%
Other	17	16%
Not answered	3	3%



Entries made in the “other, please specify” box

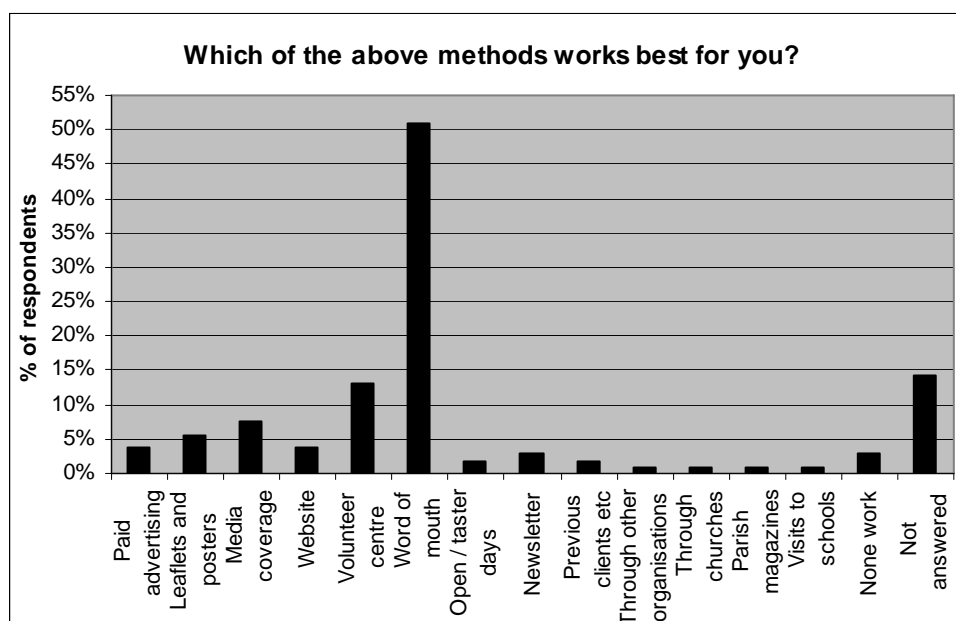
Other recruitment methods	
	Frequency
Newsletter	5
Previous clients, visitors etc	3
Through other organisations	2
Through churches	2
Roadshow	1
Parish magazines	1
Personal invitation	1
Visits to schools	1

Which of the above methods works best for you?

Some organisations stated more than one method as being the most effective for recruitment. Where they had written “all” or equivalent, none were included in this tally, as this demonstrated that no single method was more effective than another. However, where they had *written in* more than one method, these were all included. One organisation had ranked the relative effectiveness of methods – here only the method ranked “1” was included.

52% of respondents stated that word of mouth was the most effective method of recruiting volunteers. 13% said the Volunteer Centre was the most effective method. 3% said that none of the methods worked for recruitment.

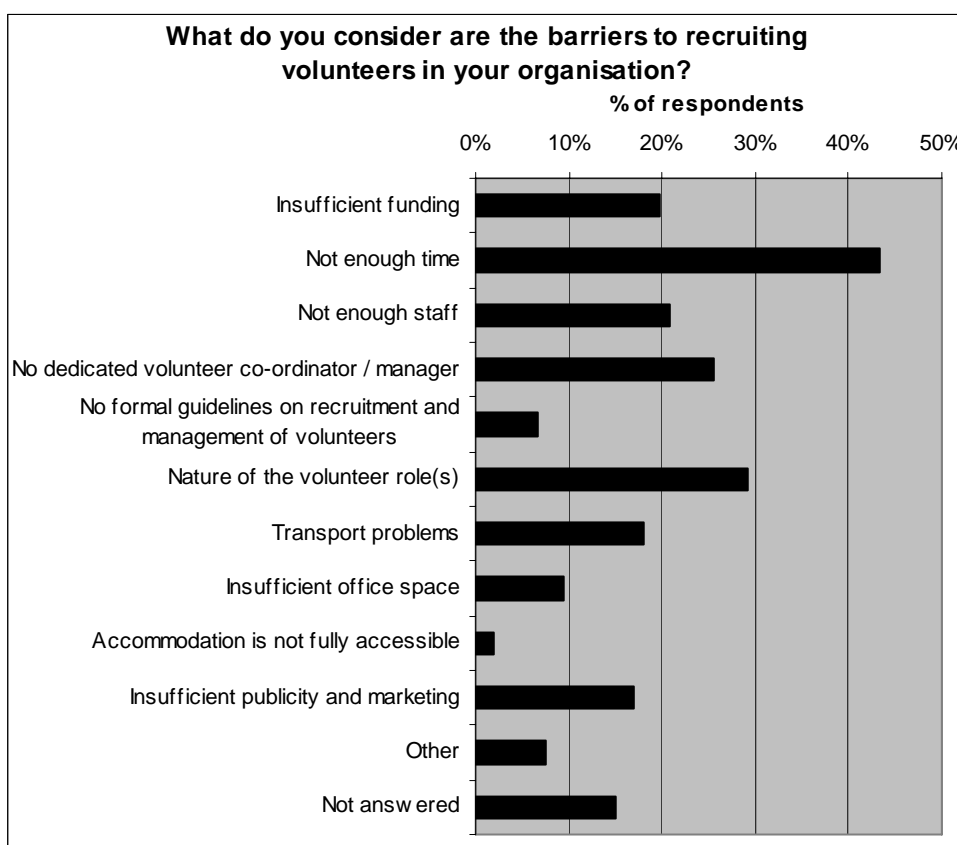
Most effective recruitment method		
	Frequency	%
Paid advertising	4	4%
Leaflets and posters	6	6%
Media coverage	8	8%
Website	4	4%
Volunteer centre	14	13%
Word of mouth	54	51%
Open / taster days	2	2%
Newsletter	3	3%
Previous clients etc	2	2%
Through other organisations	1	1%
Through churches	1	1%
Parish magazines	1	1%
Visits to schools	1	1%
None work	3	3%
Not answered	15	14%



What do you consider are the barriers to recruiting volunteers in your organisation?

43% of organisations said that a lack of time was a barrier to recruiting volunteers. 29% stated the nature of the volunteer roles (for example roles that were very specialist or demanding), 25% stated the lack of a dedicated volunteer co-ordinator or manager, 21% stated limited staff and 20% insufficient funding.

Barriers to recruitment		
	Frequency	%
Insufficient funding	21	20%
Not enough time	46	43%
Not enough staff	22	21%
No dedicated volunteer co-ordinator / manager	27	25%
No formal guidelines on recruitment and management of volunteers	7	7%
Nature of the volunteer role(s)	31	29%
Transport problems	19	18%
Insufficient office space	10	9%
Accommodation is not fully accessible	2	2%
Insufficient publicity and marketing	18	17%
Other	8	8%
Not answered	16	15%



Entries made in the “other, please specify” box

<i>Apathy</i>
<i>CRB checks</i>
<i>Difficult to find enough volunteers with spare time for when required</i>
<i>Many people do not want to do unpaid work</i>
<i>None</i>
<i>Not enough volunteers and too many volunteering jobs</i>
<i>Role would appeal to fit mums but time with their own children in priority. Fitness may be an issue with older volunteers.</i>
<i>The profile of the charity</i>
<i>We are often approached by student volunteers who reside out of the area. We cannot pay anything in the way of financial support, which can make it difficult for them.</i>
<i>We have no reserves / groups in Herefordshire so opportunities are limited</i>

Retention of Volunteers

Does your organisation have trouble retaining regular volunteers?

14% of volunteers said that they had trouble retaining regular volunteers.
82% said they did not.

Have trouble retaining regular volunteers		
	Frequency	%
Yes	15	14%
No	87	82%
Not answered	4	4%

If ‘YES’, how long do volunteers typically stay with your organisation?

Note that the very low numbers of respondents to this question mean that the data CANNOT be taken as representative of all organisations with high drop-off of volunteers.

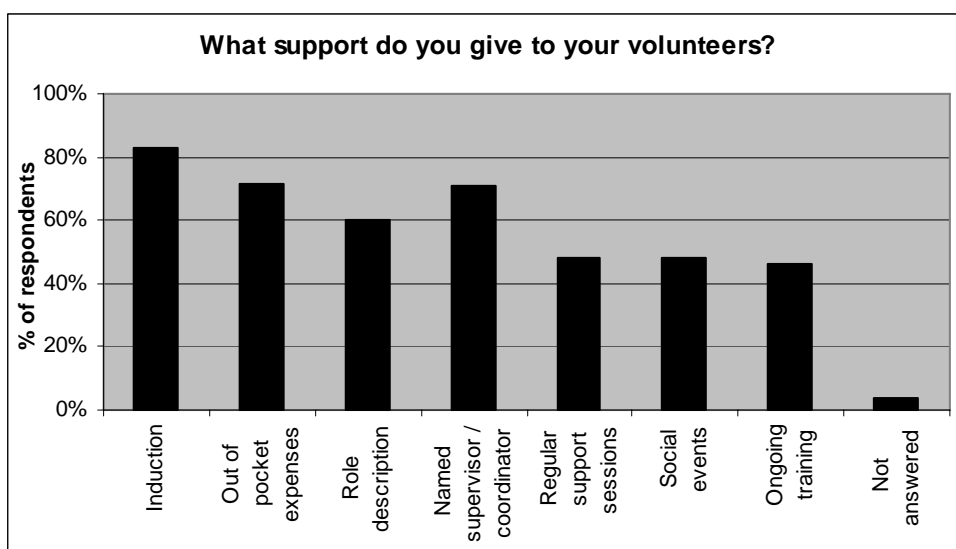
Typical length of stay with organisations that have trouble retaining regular volunteers	
	Frequency
1 day or less	0
Up to 1 week	0
Up to 1 month	1
2 - 5 months	3
6 - 12 months	6
Over 12 months	5

Support Given to Volunteers

What support do you give to your volunteers?

83% of organisations gave their volunteers an induction. 72% gave out of pocket expenses, 71% had a named supervisor or co-ordinator, and 60% gave a role description.

Support given to volunteers		
	Frequency	%
Induction	88	83%
Out of pocket expenses	76	72%
Role description	64	60%
Named supervisor / co-ordinator	75	71%
Regular support sessions	51	48%
Social events	51	48%
Ongoing training	49	46%
Not answered	4	4%



Respondents were asked to give details of the social events and training offered or provided to volunteers, and the qualifications or accreditation offered.

Details of social events and training	
	Frequency
Social events	
Christmas party	11
Meals	7
Outings	4
Other social event	7
Training	
Accommodation / transport	2
Child protection	2
First aid	5
Food hygiene	3
ICT	2
Qualifications (see table below)	5
Volunteers Conference	2
Other or unspecified training	26

Entries with details of qualifications offered:

<i>First aid, guider adult leader qualification, basic food hygiene, residential training, mentoring befriending</i>
<i>City and Guilds level 2, OCN basic skills awareness, Assisting literacy and VH level 2.</i>
<i>Level 1 youth work qualification</i>
<i>NCFE certificates, NVQ training</i>
<i>Training - counselling at certificate and diploma levels.</i>

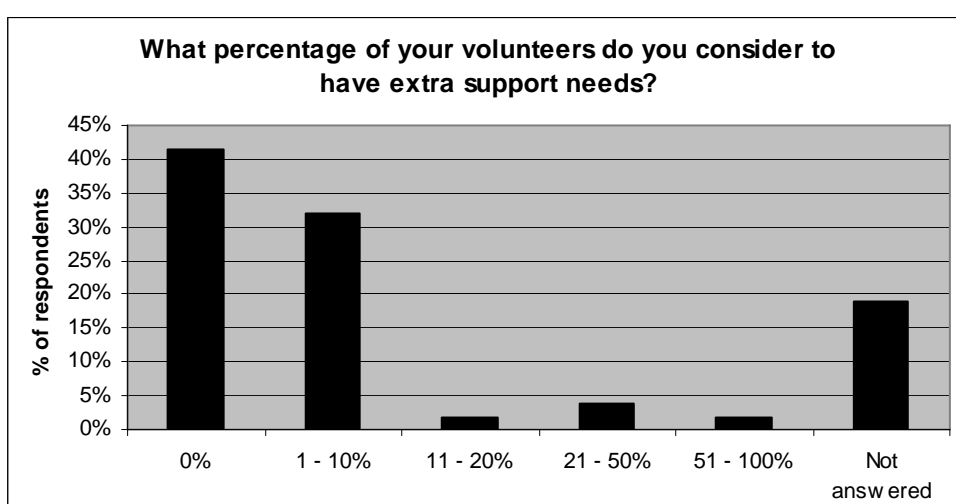
Volunteers with Extra Support Needs

What percentage of your volunteers do you consider to have extra support needs?

Extra care should be taken when using these results, as it is possible that respondents had misread the question, and given the *number* of volunteers with extra support needs, rather than the *percentage*.

42% of organisations had no volunteers with extra support needs. In around a third of organisations, between 1 and 10% of volunteers had extra support needs.

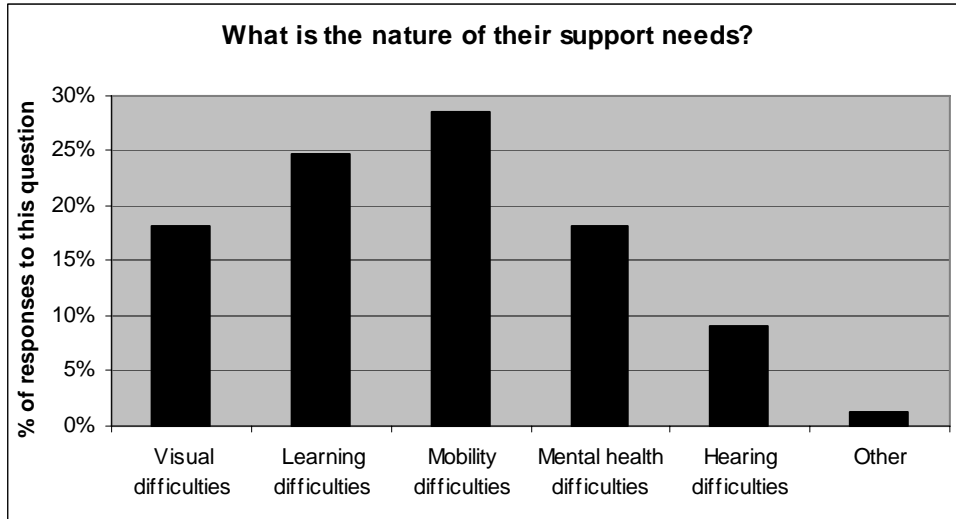
Percentage of volunteers with Extra Support Needs		
	Frequency	%
0%	44	42%
1 - 10%	34	32%
11 - 20%	2	2%
21 - 50%	4	4%
51 - 100%	2	2%
Not answered	20	19%



What is the nature of their support needs?

Of those that answered this question, 29% of organisations had volunteers with mobility difficulties, and a quarter had volunteers with learning difficulties.

Nature of extra support needs		
	Frequency	%
Visual difficulties	14	18%
Learning difficulties	19	25%
Mobility difficulties	22	29%
Mental health difficulties	14	18%
Hearing difficulties	7	9%
Other	1	1%



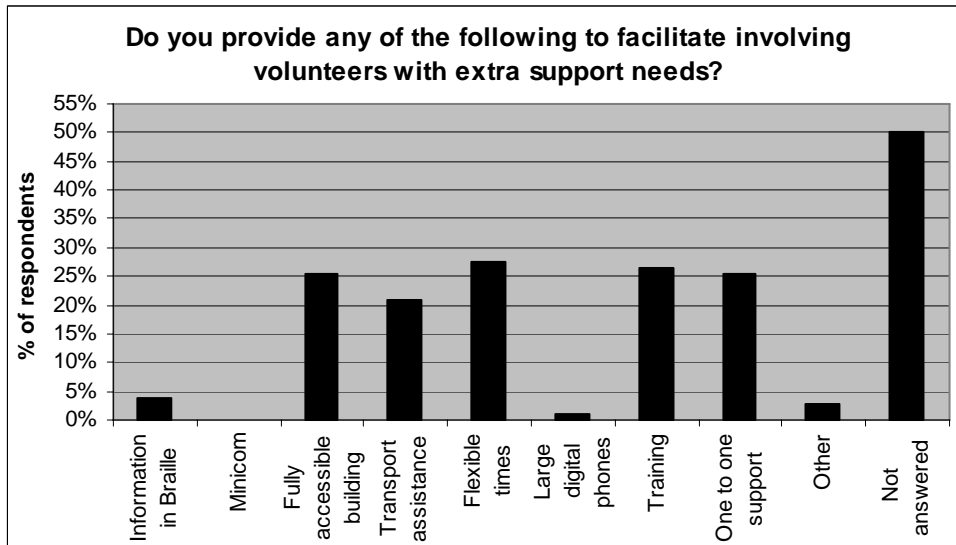
Entries made in the “other, please specify” box

Health problems

Do you provide any of the following to facilitate involving volunteers with extra support needs?

50% of organisations did not answer this question. Around a quarter of organisations had each of flexible times, training, a fully accessible building and one to one support. 21% gave transport assistance.

Extra support / facilitation provided		
	Frequency	%
Information in Braille	4	4%
Minicom	0	0%
Fully accessible building	27	25%
Transport assistance	22	21%
Flexible times	29	27%
Large digital phones	1	1%
Training	28	26%
One to one support	27	25%
Other	3	3%
Not answered	53	50%



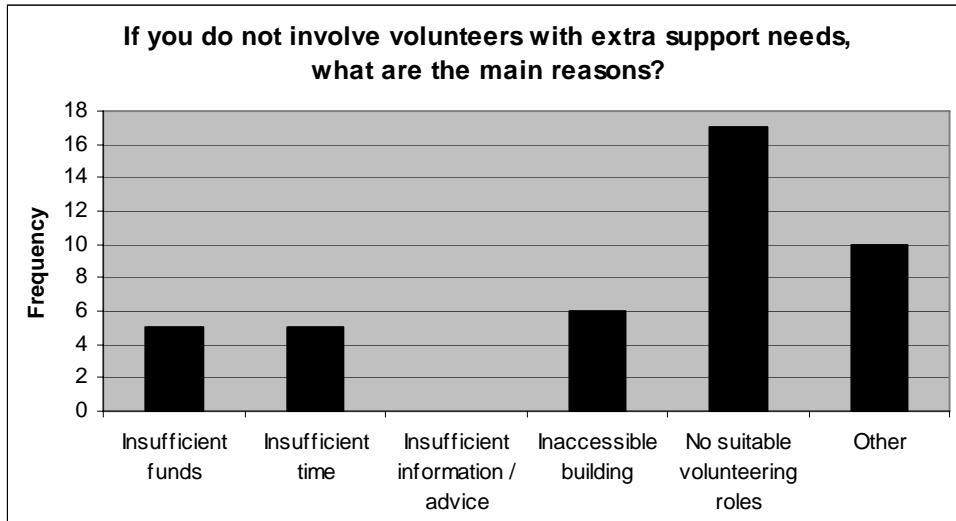
Entries made in the “other, please specify” box

<i>Flexible programme of commitments and expectations</i>
<i>Have equipment for people with visual impairment</i>
<i>No. Not yet.</i>
<i>Taped notes for training purposes</i>
<i>Use of CDs. Emails to talking computers</i>
<i>We ask that support workers come with volunteers.</i>
<i>We try to adhere to DDA guidelines where appropriate</i>

If you do not involve volunteers with extra support needs, what are the main reasons?

17 organisations said that they had no suitable volunteering roles for people with extra support needs. 6 organisations said they had an inaccessible building, 5 said they had insufficient funds and 5 insufficient time.

Reasons for not including volunteers with extra support needs	
	Frequency
Insufficient funds	5
Insufficient time	5
Insufficient information / advice	0
Inaccessible building	6
No suitable volunteering roles	17
Other	10



Entries made in the “other, please specify” box

Other reasons for not including volunteers with extra support needs	
	Frequency
No time to provide extra support	2
None applied	12
None needed	2
Unsuitable for role	5

Would you like more help from the Volunteer Centre in enabling volunteers with extra support needs to participate fully in your organisation?

21% of organisations would like more help from the Volunteer Centre concerning volunteers with extra support needs. 48% would not like any more help.

Want help in enabling volunteers with extra support needs to participate		
	Frequency	%
Yes	22	21%
No	51	48%
Not answered	33	31%

Employer Supported Volunteering

How many of your volunteers are from an employer supported volunteering scheme?

3% of organisations had one volunteer from an employee supported volunteer scheme. 2% of organisations that did not have any volunteers from a scheme expressed an interest in becoming part of such a scheme.

Number of volunteers from an employer supported scheme		
	Frequency	%
None	61	58%
One	3	3%
None, but expressed an interest	2	2%
Not answered	40	38%

Which companies are they from?

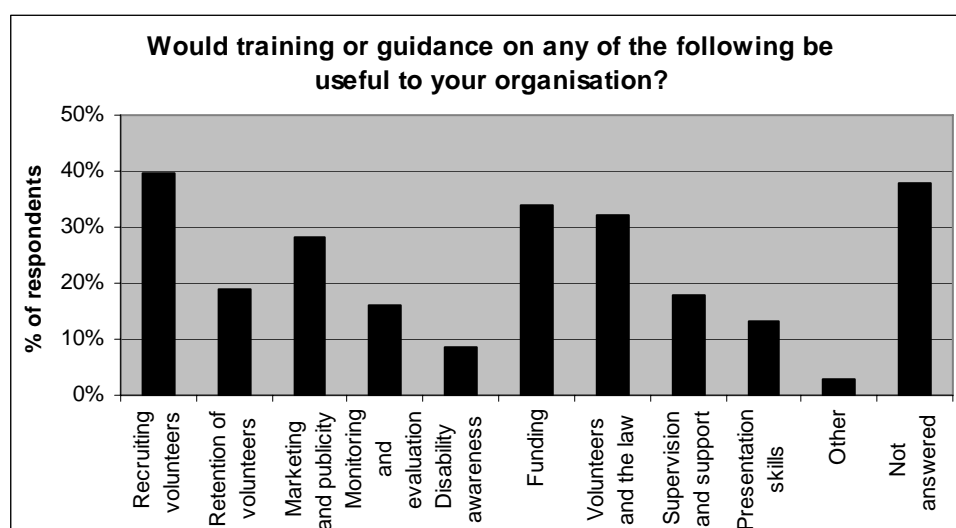
Companies involved	
	Frequency
Connexions	1
Herefordshire Voluntary Action Centre	1
SHYPP	1

Resources for your Volunteering Project

Would training or guidance on any of the following be useful to your organisation?

40% of organisations would find training or guidance on recruiting volunteers useful. 34% would find it useful concerning funding, 32% concerning volunteers and the law, and 28% concerning marketing and publicity.

Useful training or guidance		
	Frequency	%
Recruiting volunteers	42	40%
Retention of volunteers	20	19%
Marketing and publicity	30	28%
Monitoring and evaluation	17	16%
Disability awareness	9	8%
Funding	36	34%
Volunteers and the law	34	32%
Supervision and support	19	18%
Presentation skills	14	13%
Other	3	3%
Not answered	40	38%



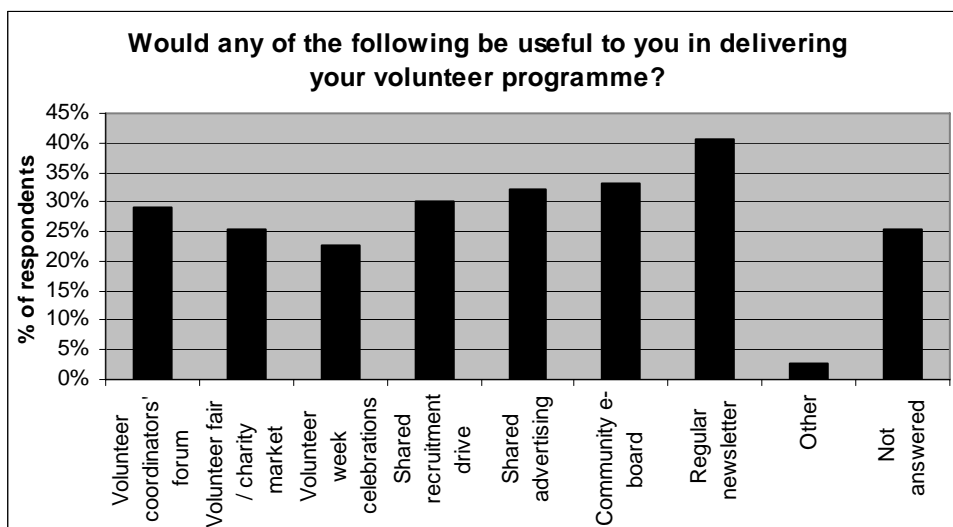
Entries made in the “other, please specify” box

<i>Any relevant</i>
<i>Basic food hygiene only</i>
<i>Health and safety issues</i>
<i>We source training as and when needed</i>

Would any of the following be useful to you in delivering your volunteer programme?

41% of organisations said that a regular newsletter or briefing sheet on volunteering issues would be useful. 33% said a community e-board or members area on a countrywide website would be useful, 32% said advertising shared with similar organisations, and 30% a recruitment drive shared with similar organisations.

Useful ideas		
	Frequency	%
Volunteer co-ordinators' forum	31	29%
Volunteer fair / charity market	27	25%
Volunteer week celebrations	24	23%
Shared recruitment drive	32	30%
Shared advertising	34	32%
Community e-board	35	33%
Regular newsletter	43	41%
Other	3	3%
Not answered	27	25%



Entries made in the "other, please specify" box

<i>Equipment like projector / computer / photocopier</i>
<i>Regular newsletter on our programme that will excite volunteers into joining our programme.</i>

Do you have any other suggestions or comments as to how Hereford and Ledbury Volunteer Centres can assist you with your volunteer programme?

<i>Actually to refer people to us from volunteer centres. People who are interested in working for children with disabilities and recruitment of trustees.</i>
<i>As chairman of the local <panel> I need to visit your operation to discuss ideas.</i>
<i>As stated above, we need all the help we can get. How to access every day / training equipment.</i>
<i>Continue to promote the work of the Association and continue to refer potential volunteers to us.</i>
<i>Hopefully increasing collaboration through work of young people's volunteering steering group and through infrastructure consortium</i>
<i>I would appreciate any help. Although the general feedback on the courses is very positive, enabling course participants to manage their health conditions more successfully increasing confidence, problem solving etc very few feel able to commit to the idea of volunteer tutoring.</i>
<i>Just to continue to offer support</i>
<i>Just with publicity and contact numbers</i>
<i>Making the public aware of our need for more adult staff and helpers</i>
<i>Millennium volunteers have found us lots of youngsters wanting residential volunteering placements for Duke of Edinburgh Gold Award. Do you have any such volunteers? This is what we need for summer weeks and weekends.</i>
<i>Our service is very unique - we have to have volunteers who can drive, carry boxes up stairs, steep paths etc. They must be trustworthy going into vulnerable clients' houses. Volunteers work to a rota but are usually flexible.</i>
<i>Please keep up what you are doing. <name> is of great support with our grant applications and you have found us <name> as a volunteer which works very well.</i>
<i>Promote new or specific volunteering roles through fliers to potential interested public.</i>
<i>Regular list of people who want to volunteer and a bit of knowledge about them so we could approach them ourselves.</i>
<i>The two major planks of any charity are volunteers and funding. Any assistance with these will be welcomed.</i>
<i>The volunteer centre in Hereford has been very helpful over the years with many aspects of the association's administration. Our major problem is FINDING volunteers willing to accept secretarial or treasurers responsibilities or flexible enough to put in the amount of hours necessary to produce an audio-description script.</i>
<i>To continue bringing our organisation to the attention of potential volunteers - to emphasise the richly rewarding experience they will gain.</i>
<i>Transport</i>
<i>Transport as we are not on bus route. Support to ensure reliability of volunteers</i>
<i>Volunteers have to be FSA registered - this is a hugely off putting.</i>
<i>We are always looking for valuable, committed trustees to join us. The volunteer's role within sessions is not as high a priority as we have paid staff but volunteers are welcome.</i>
<i>We are very interested in providing opportunities for people with special needs to become included in volunteering - However, we need to look at the additional funding to provide assistance with the cost implications of staff supervision where necessary.</i>
<i>We desperately need a treasurer</i>
<i>We don't actually seek volunteers as we don't have the time to recruit or support them. We only have 2 who come to "help out" and stayed. Our trustees are our other volunteers.</i>
<i>We have not received a single volunteer as a result of Hereford Voluntary Action support. Is this because the time required is just 2.5 hours per month as a rule? Promoting our activities, stressing that all our volunteers at present are disabled but we would welcome able-bodied people and that monthly meetings are our main activity.</i>
<i>We've had 3 volunteer co-ordinators, 2 appreciated accessing training as part of their induction and to share ideas. As funding comes to an end for our volunteer co-ordinator we will have to seek more funds. I hope the 30 thousand pounds will be distributed to</i>

support local co-ordinators to give hands on, on-going support to volunteers in situ. A contribution towards our voluntary programme costs would mean we could help achieve the 5% increase more effectively.

Yes. I would like a member of the Volunteer Centre to meet with our management committee once a year to realise our strategy and access funds so that we can implement our strategy, ie to give to our volunteer programme - maybe 3 days / year. NB for every form filled in like this - there are 5 left uncompleted and not returned - volunteers are asked to do too much.

Appendix 1: The Questionnaire



Herefordshire Volunteer Survey

ABOUT YOUR ORGANISATION

1. How would you classify your organisation? (please tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Registered Charity | <input type="checkbox"/> Social / hobby group |
| <input type="checkbox"/> Voluntary or community group | <input type="checkbox"/> Social enterprise |
| <input type="checkbox"/> Part of a national charity | <input type="checkbox"/> Statutory agency |
| <input type="checkbox"/> Other, please specify | <input type="text"/> |

2. How many people are employed by your organisation in Herefordshire?
(Full time equivalent, eg 2 people working 2.5 days a week = 1 full time equivalent)

- | | |
|---------------------------------|-------------------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 11 - 15 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 16 - 20 |
| <input type="checkbox"/> 2 - 5 | <input type="checkbox"/> 21 or more |
| <input type="checkbox"/> 6 - 10 | |

ABOUT YOUR VOLUNTEERS

3. How many regular volunteers help your organisation? (e.g. daily, weekly, monthly)
(Remember to include trustees)

4. On average how many hours per month does each regular volunteer give to your organisation?

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> 1 - 2 hours | <input type="checkbox"/> 8 - 10 hours |
| <input type="checkbox"/> 3 - 4 hours | <input type="checkbox"/> 11 hours or more |
| <input type="checkbox"/> 5 - 7 hours | |

5. How many occasional volunteers help your organisation? (e.g. for one off events like a street collection day)

6. On average how many hours does each occasional volunteer give per month to your organisation?

1 - 2 hours

8 - 10 hours

3 - 4 hours

11 hours or more

5 - 7 hours

7. How many more volunteer hours do you require per month to run your organisation?

8. What activities do your volunteers undertake? (please tick all that apply)

Administration

ICT

Advice

Leisure activities

Befriending / buddying / visiting

Mentoring

Caring

Publicity, marketing

Counselling

Practical help (gardening, DIY)

Driving

Teaching and training

Environment

Trustees / committee work

Fundraising

Youth work

Health, hospitals and hospices

Other, please specify

9. What is the background of your volunteers? Please provide **numbers** in the spaces below. (If you do not collect this information for your volunteers, please go to Question 10)

Gender	Male <input style="width: 50px;" type="text"/>	Female <input style="width: 50px;" type="text"/>
---------------	--	--

Age group	Under 15 <input style="width: 50px;" type="text"/>	26 - 44 <input style="width: 50px;" type="text"/>
	15 - 18 <input style="width: 50px;" type="text"/>	45 - 64 <input style="width: 50px;" type="text"/>
	19 - 25 <input style="width: 50px;" type="text"/>	65 + <input style="width: 50px;" type="text"/>

Ethnicity

WHITE:

White British	<input style="width: 50px;" type="text"/>
White Irish	<input style="width: 50px;" type="text"/>
Any other White background, please specify (with numbers) <input style="width: 100%; border-bottom: 1px solid black;" type="text"/>	

BLACK OR BLACK BRITISH:

Caribbean	<input style="width: 50px;" type="text"/>
African	<input style="width: 50px;" type="text"/>
Any other Black background, please specify (with numbers) <input style="width: 100%; border-bottom: 1px solid black;" type="text"/>	

ASIAN OR ASIAN BRITISH:

Indian	<input style="width: 50px;" type="text"/>
Bangladeshi	<input style="width: 50px;" type="text"/>
Pakistani	<input style="width: 50px;" type="text"/>
Any other Asian background, please specify (with numbers) <input style="width: 100%; border-bottom: 1px solid black;" type="text"/>	

MIXED:

White and Black Caribbean	<input style="width: 50px;" type="text"/>
White and Black African	<input style="width: 50px;" type="text"/>
White and Asian	<input style="width: 50px;" type="text"/>
Any other Mixed background, please specify (with numbers) <input style="width: 100%; border-bottom: 1px solid black;" type="text"/>	

CHINESE OR OTHER:

Chinese	<input style="width: 50px;" type="text"/>
Any other background, please specify (with numbers) <input style="width: 100%; border-bottom: 1px solid black;" type="text"/>	

10. Would you find it useful to have some guidance on how to collect this information?

Yes

No

RECRUITMENT OF VOLUNTEERS

11. How do you recruit your volunteers? (please tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Paid advertising | <input type="checkbox"/> Volunteer centre |
| <input type="checkbox"/> Leaflets and posters | <input type="checkbox"/> Word of Mouth |
| <input type="checkbox"/> Media coverage (eg articles in newspapers, radio interviews) | <input type="checkbox"/> Open / taster days |
| <input type="checkbox"/> Website | <input type="checkbox"/> Other, please specify |

12. Which of the above methods works best for you?

13. What do you consider are the barriers to recruiting volunteers in your organisation? (please tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Insufficient funding | <input type="checkbox"/> Nature of the volunteer role(s) (e.g. very specialist or very demanding) |
| <input type="checkbox"/> Not enough time | <input type="checkbox"/> Transport problems |
| <input type="checkbox"/> Not enough staff | <input type="checkbox"/> Insufficient office space |
| <input type="checkbox"/> No dedicated volunteer co-ordinator / manager | <input type="checkbox"/> Accommodation is not fully accessible |
| <input type="checkbox"/> No formal guidelines on recruitment and management of volunteers | <input type="checkbox"/> Insufficient publicity and marketing |
| <input type="checkbox"/> Other, please specify | <input type="text"/> |

RETENTION OF VOLUNTEERS

14. Does your organisation have trouble retaining regular volunteers?

- Yes No

15. If 'YES', how long do volunteers typically stay with your organisation? (please tick one only)

- | | |
|--|---|
| <input type="checkbox"/> 1 day or less | <input type="checkbox"/> 2 - 5 months |
| <input type="checkbox"/> Up to 1 week | <input type="checkbox"/> 6 - 12 months |
| <input type="checkbox"/> Up to 1 month | <input type="checkbox"/> Over 12 months |

SUPPORT GIVEN TO VOLUNTEERS

16. What support do you give to your volunteers? (please tick all that apply)

Induction

Regular support sessions

Out of pocket expenses

Social events - please give details below

Role description

Ongoing training - please give details below, with any relevant qualifications / accreditation offered

Named supervisor / co-ordinator

VOLUNTEERS WITH EXTRA SUPPORT NEEDS

(This refers to your volunteers who require more support, for example those who have a physical or learning disability)

17. What percentage of your volunteers do you consider to have extra support needs?

18. What is the nature of their support needs? (please tick all that apply)

Visual difficulties

Mental health difficulties

Learning difficulties

Hearing difficulties

Mobility difficulties

Other, please specify

19. Do you provide any of the following to facilitate involving volunteers with extra support needs? (please tick all that apply)

Information in Braille

Flexible times

Minicom

Large digital phones

Fully accessible building

Training

Transport assistance

One to one support

Other, please specify

20. **If you do not involve volunteers with extra support needs, what are the main reasons? (please tick all that apply)**

Insufficient funds

Inaccessible building

Insufficient time to provide appropriate induction and ongoing support

No suitable volunteering roles

Insufficient information / advice

Other, please specify

21. **Would you like more help from the Volunteer Centre in enabling volunteers with extra support needs to participate fully in your organisation?**

Yes

No

EMPLOYER SUPPORTED VOLUNTEERING

22. **How many of your volunteers are from an employer supported volunteering scheme? Please specify number**

23. **Which companies are they from?**

RESOURCES FOR YOUR VOLUNTEERING PROJECT

24. **Would training or guidance on any of the following be useful to your organisation? (please tick all that apply)**

Recruiting volunteers

Funding

Retention of volunteers

Volunteers and the law

Marketing and publicity

Supervision and support

Monitoring and evaluation

Presentation skills

Disability awareness

Other, please specify

**25. Would any of the following be useful to you in delivering your volunteer programme?
(please tick all that apply)**

Regular volunteer co-ordinators' forum

Shared advertising with similar organisations

Volunteer fair / charity market

Community e-board or members area on a countrywide website

Volunteer week celebrations

Shared recruitment drive with similar organisations

Regular newsletter or briefing sheet on volunteering issues eg national and local developments, good practice

Other, please specify

26. Do you have any other suggestions or comments as to how Hereford and Ledbury Volunteer Centres can assist you with your volunteer programme?

Please provide your details here:

Organisation:

Contact name:

Position in organisation:

Contact address:

Email:

Tel:

All information provided will be treated as strictly confidential and will only be used for the purposes described in the covering letter.

Thank you for completing this questionnaire - please return it in the enclosed FREEPOST envelope by Friday 10th March 2006.

For further information about this survey, please contact:

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