

# cyrenians

ANNUAL VOLUNTEER SURVEY RESULTS 2021



TACKLING THE CAUSES AND  
CONSEQUENCES OF HOMELESSNESS

## Volunteering with Cyrenians

Cyrenians volunteers are at the heart of what we do in supporting people we work with. We involve volunteers across all our services to some degree; whether it's our food redistribution service built around volunteers, or supporting an older person reconnect with their community; each individual is integral to our teams.

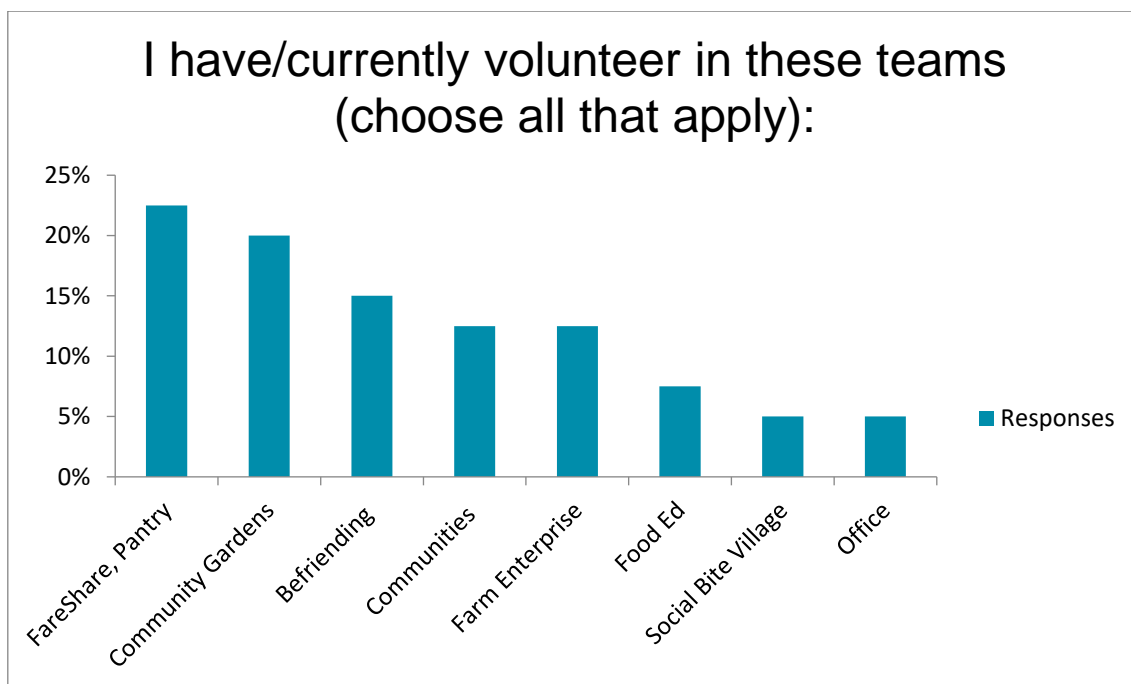
2021 saw an increase in regular volunteering roles being available, though ongoing government restrictions meant a limit to capacity overall. Some befrienders were able to meet in person once again, increased availability at our Farm Walled Garden and continued passion delivering support to those we work with.

It is our ambition that all our volunteers feel valued and have a positive experience. Alongside induction, catch ups, and recognition events, we invite volunteers to participate in our Annual Volunteer Engagement Survey to receive anonymous feedback from as many current and recent (within 6 months of leaving) volunteers as possible. These are the results of our survey for 2021.



## Respondents

67% of respondents have volunteered with Cyrenians between 1 month and 2 years, they are based in projects across the organisation outlined below:



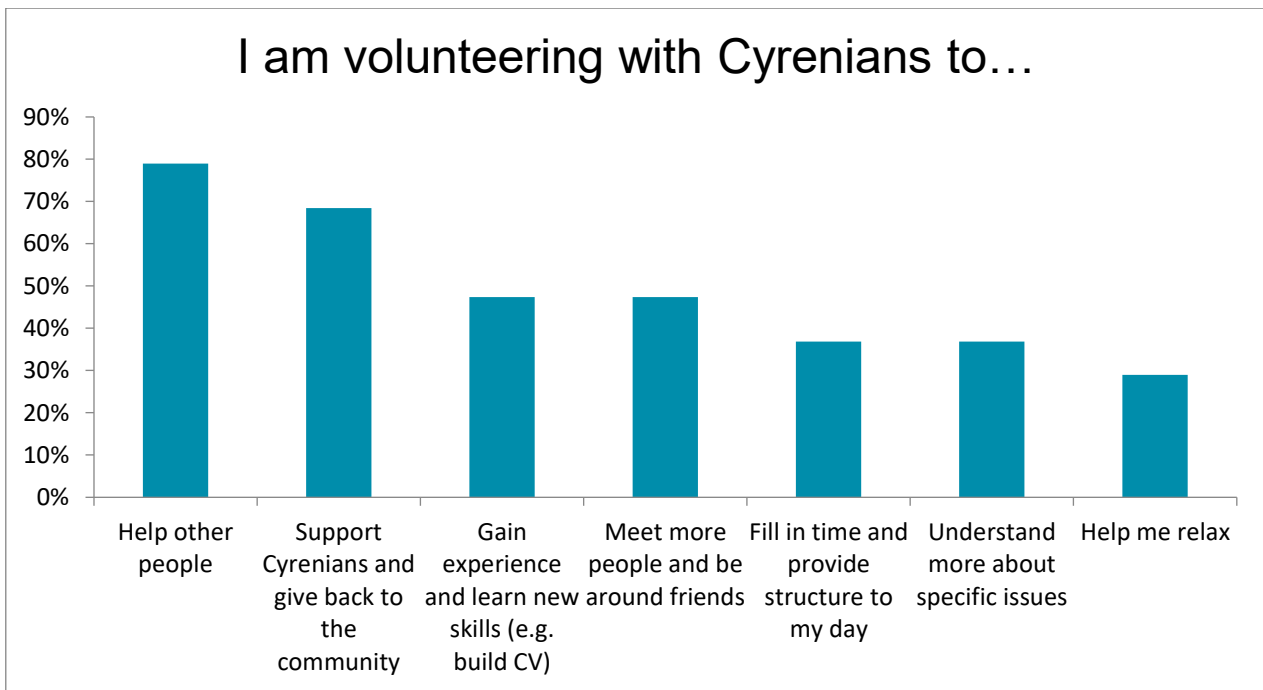
# Recruitment

31% of respondents found out about volunteering via recommendation/word of mouth, which tells us that we have positive community connections. 'Other' responses included via a supermarket stall.

Community garden  
**Volunteer Centre**  
Cyrenians Website  
**Word of mouth**  
Other Advert e.g. university site  
Workaway  
Knowledge of Cyrenians

Using a sliding scale, 87% respondents found the recruitment process to be either straightforward or adequate. 13% reported the process needed improving.

When looking at motivations, respondents had the options to select multiple options:



## Volunteer Opportunities

86% of respondents were satisfied with training and development opportunities.

*"I've participated in a wide range of interesting and useful courses, both in person and over Zoom."*

86% of respondents agreed that they felt involved in their role and looked forward to their time volunteering with Cyrenians.

*"I enjoy working with and getting to know the residents, I feel settled into my role and enthusiastic about."*

81% of respondents felt their team made the best use of volunteers.

*"I feel like I'm making a difference and can see other's skills being deployed and utilised well."*

## Training

We asked 'What training opportunities would you be interested in relation to your role and time with Cyrenians?' responses included suggestions specific to their role such as learning more about FareShare's overall processes. Others were more general about awareness in mental health and trauma informed practice.



## Relationships at Cyrenians

**81%** of respondents were happy with the communication between staff and volunteers.

**84%** of respondents felt able to make decisions affecting their role and felt recognised for their contribution to Cyrenians.

**92%** agreed they had a positive relationship with staff and **86%** of respondents said they had a positive relationship with other Cyrenians volunteers.

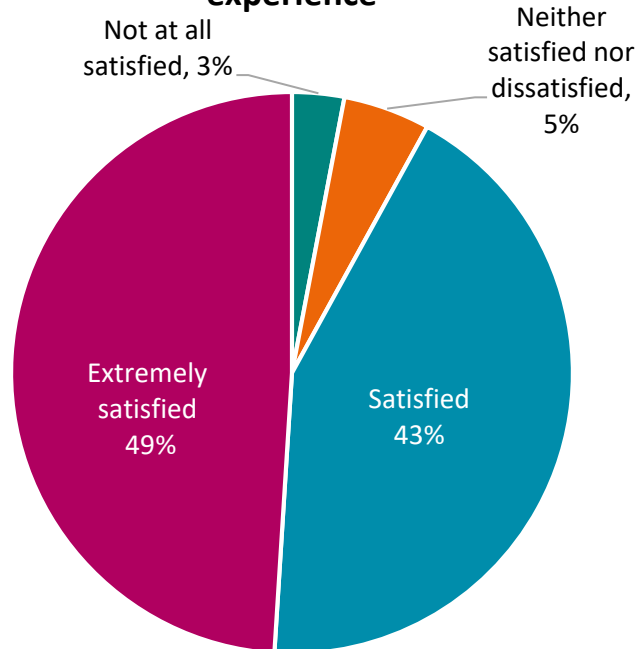
**86%** were satisfied with the culture at Cyrenians and **89%** felt the organisation is dedicated to diversity and inclusiveness.



## Overall Thoughts

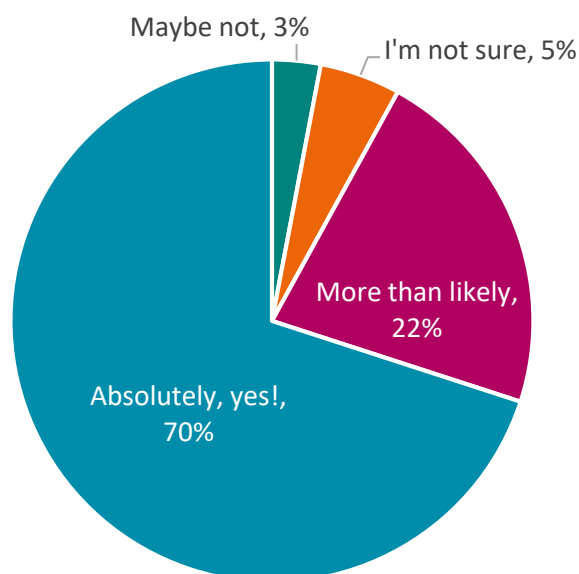
97% of respondents agreed that volunteering impacted them positively. Our star rating out of 5 for volunteer satisfaction is **4.4**.

### Overall I am satisfied with my volunteering experience



Our star rating out of 5 for whether volunteers would recommend Cyrenians as a good place to volunteer is **4.6**.

### I would recommend Cyrenians as a good place to volunteer



## Things we plan to do

- Provide service-specific feedback to each volunteer manager.
- Offer support where improvements have been suggested.
- Explore mechanisms for building stronger communication between staff and volunteers.
- Ensure our volunteers feel they are contributing to the overall aims of Cyrenians.
- Review training suggestions with a view to increasing opportunities available to all volunteers covering topics such as Trauma Informed Level 1 and boundaries.
- Look for other opportunities for further Learning and Development opportunities for all volunteers