

cyrenians



ANNUAL VOLUNTEER SURVEY 2020

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 a befriending service built around volunteers, or temporary research support in policy; each individual is integral to our teams.

In many ways 2020 was challenging, including managing safely distanced volunteering opportunities, as well as placing some roles on hold for several months. We saw befrienders move from in person to telephone support, split shifts to ensure safety at FareShare and reduced numbers in our gardens. We received an incredible response to our request for volunteer drivers in relation to meal deliveries; from March-September, 36 individuals delivered over 80,000 meals! In response to COVID we have seen an increase in support for ad hoc opportunities and changes in our regular roles.

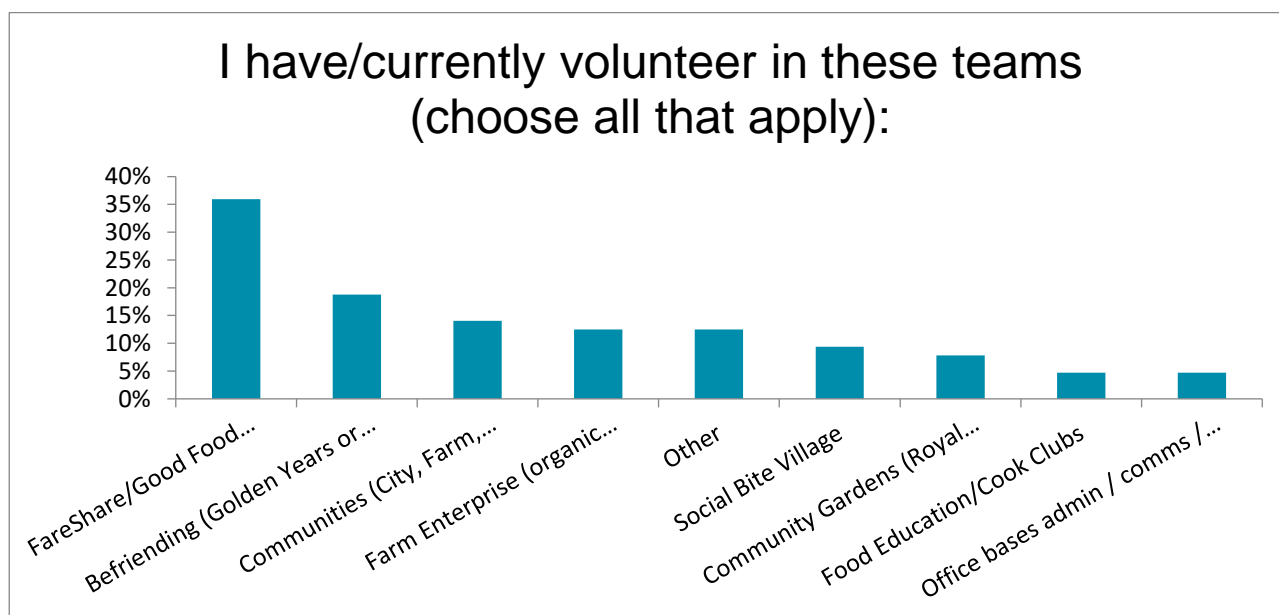
It is our ambition that all our volunteers feel valued and have a positive experience. Alongside induction, catch ups, and recognition events, we invite volunteers to participate in our Annual Volunteer Engagement Survey to receive anonymous feedback from as many current and recent (within 6 months of leaving) volunteers as possible. These are the results of our survey for 2020.



Respondents

In 2020: 64 people responded – about 1/5 of current individual volunteers (this survey does not cover corporate volunteering/team days).

The largest share of respondents were volunteers from FareShare and befriending teams. 'Other' were mostly linked to roles in an existing project.



81% of respondents have volunteered with Cyrenians between 1 month and 2 years.



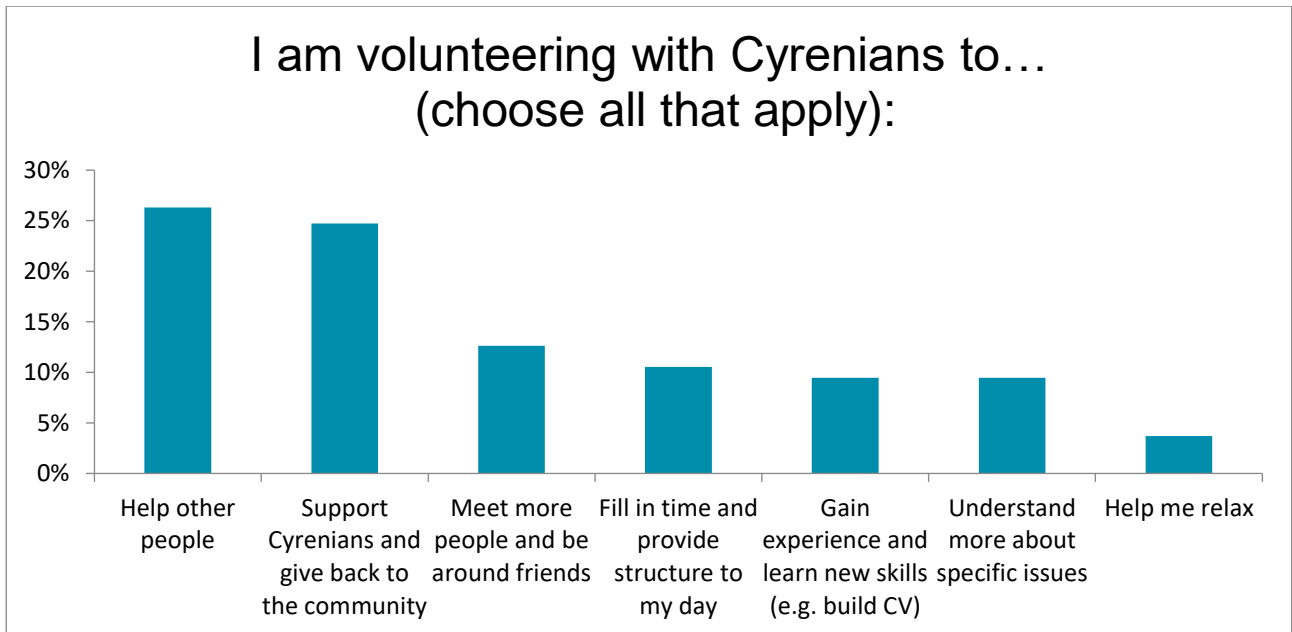
Recruitment

30% of respondents found out about volunteering via recommendation/word of mouth, which tells us that we have positive community connections. 'Other' responses included previous knowledge of Cyrenians through homelessness and a supermarket stall.



97% respondents found the recruitment process to be either straightforward or adequate. 2 individuals reported it to be frustrating and needs improving. Though respondent numbers are lower overall, these are similar results to last year.

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



Volunteer Opportunities

73% of respondents were satisfied with training and development opportunities, though 25% felt neutral and one respondent disagreed.

"Learned more about me, that I want to work with people later on. Also, improved English skills."

92% of respondents agreed that they felt involved in their role and looked forward to their time volunteering with Cyrenians. 8% felt neutral and no one disagreed.

"Great group of people who always include me."

71% of respondents felt their team made the best use of volunteers, with 24% on the fence, and 5% disagreeing.

"Sarah provides a good combination of identifying tasks, giving you choice about what you want to do, and letting you get on with it. Also gives good messages about wanting to involve volunteers in future planning."

Training

We asked *What training opportunities would you be interested in relation to your role and time with Cyrenians?* 28 respondents came back with ideas. Some were specific to their role such as forklift training at FareShare. Others were more general about awareness in mental health and homelessness.



Relationships at Cyrenians

Overall, respondents were happy with the communication between staff and volunteers. 8 were neutral and only 1 individual was unhappy.

Most respondents also felt able to make decisions affecting their role, 10 individuals feeling neutral, and nobody disagreeing.

97% agreed they had a positive relationship with staff, and 3% felt neutral about it.

49 respondents said they had a positive relationship with other Cyrenians volunteers, 13 were neutral and 1 disagreed.

5 respondents felt neutral about being valued for their contribution to Cyrenians.

4 respondents were not satisfied with the culture at Cyrenians, 8 were neutral.

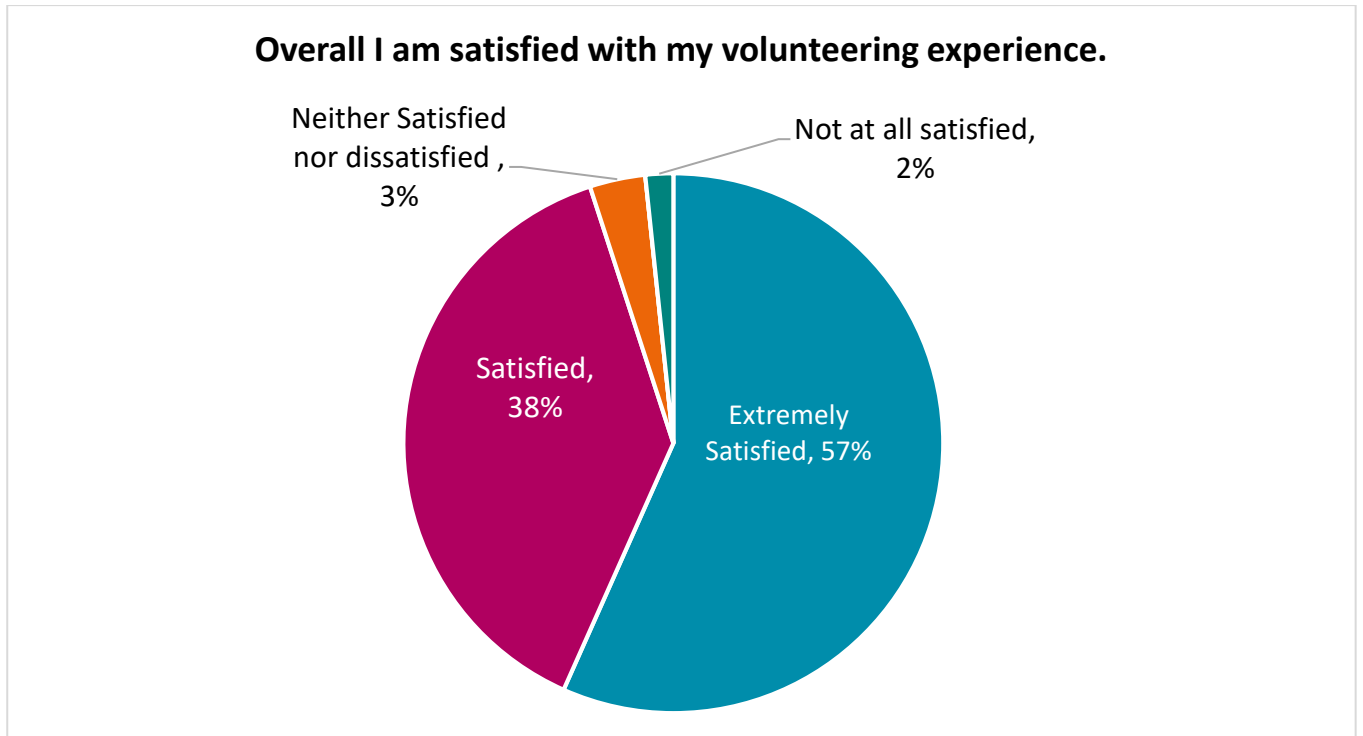
The majority of respondents felt Cyrenians is dedicated to diversity and inclusiveness, though 8 were neutral and 3 disagreed.



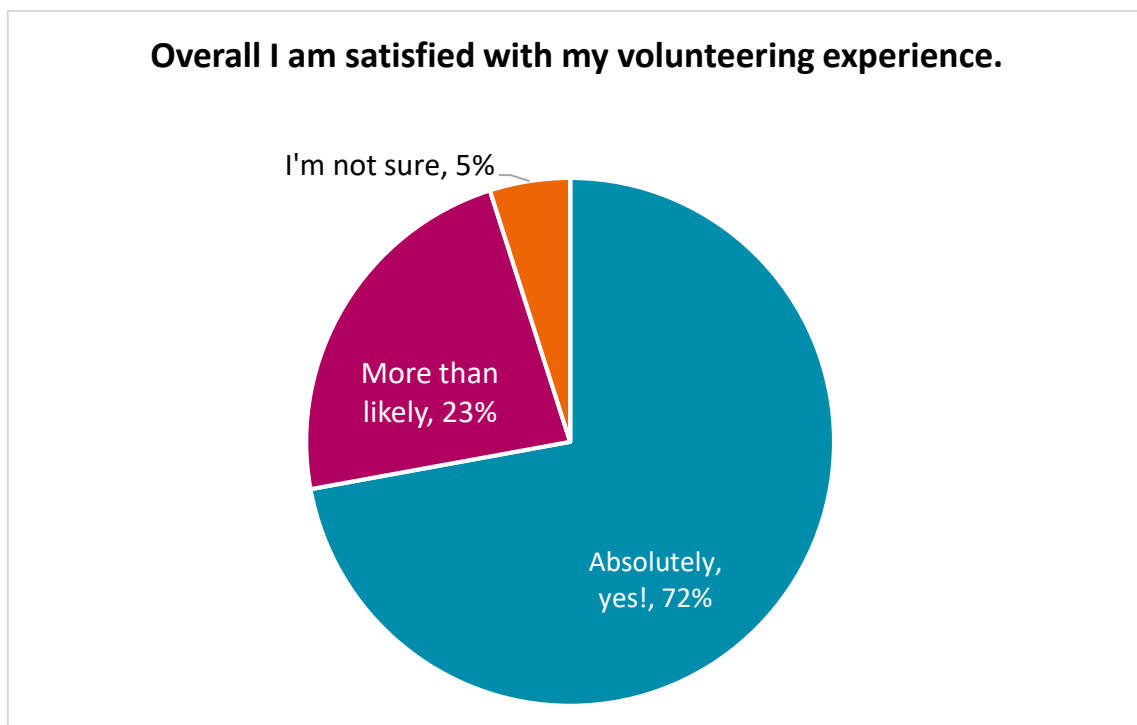
Overall Thoughts

97% of respondents agreed that volunteering impacted them positively.

Our star rating out of 5 for volunteer satisfaction is **4.5** (up from 4.3 last year).



Our star rating out of 5 for whether volunteers would recommend Cyrenians as a good place to volunteer is **4.7** (up from 4.5 last year).





Things we plan to do

Although the response was largely positive there were some common areas that we can improve on for our current and future volunteers, such as:

- Provide anonymous feedback to each service with queries from central Volunteering Support Officer. This will relate to things such as improving communication and ensuring our volunteers feel they are participating in valuable roles.
- Share training ideas requested by volunteers with services so they are aware of desired areas of development. Increase central opportunities open to all volunteers covering topics such as Trauma Informed Level 1, Equality and Diversity, and homelessness training.
- Look at how taster days might work for existing volunteers to take part in another team's tasks (once restrictions ease).
- Conduct central review on how each service supports, communicates and values their volunteers.