

cyrenians



ANNUAL VOLUNTEER SURVEY 2019

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 our outreach team who involve research volunteers from time to time; each individual is integral to our teams.

We hope that all our volunteers feel valued and have a positive experience. Along with catch ups, support and supervision, and recognition events, we open up this Annual Volunteer Survey to receive anonymous feedback from as many current and recent (within 6 months of leaving) volunteers as possible.



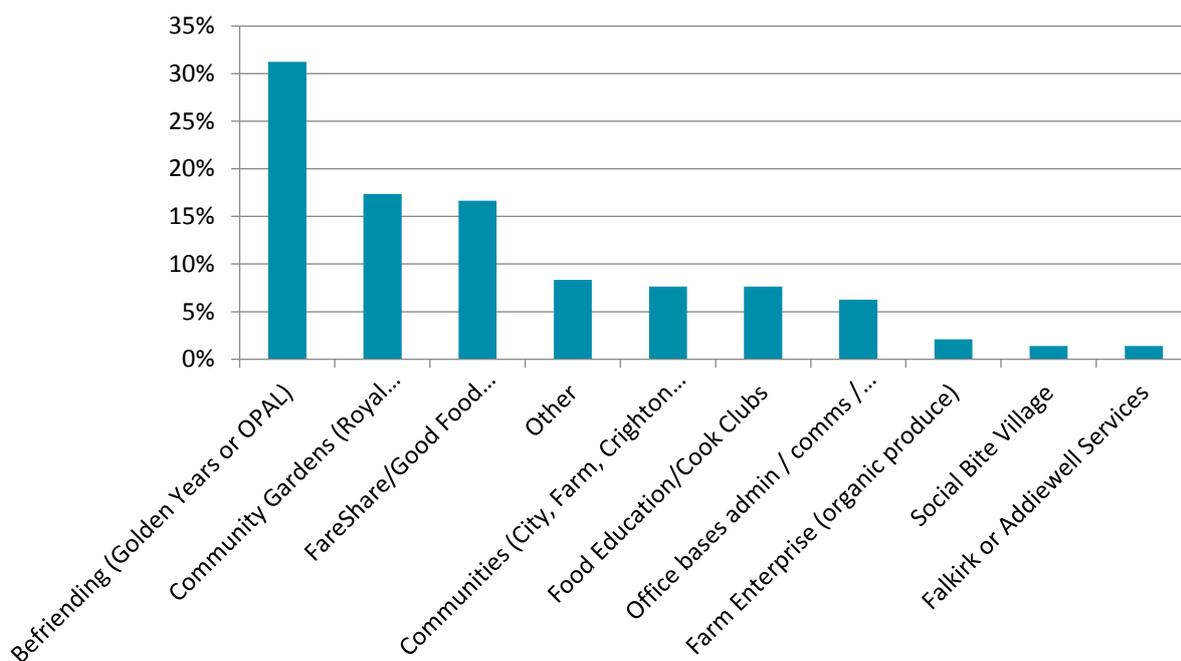
Respondents

In 2019: 129 people responded – about 1/3 of current individual volunteers (this survey does not cover corporate volunteering/team days). Compared to 51 respondents in 2018, this is a positive trend in input.

The largest share of respondents were volunteers from the following projects:

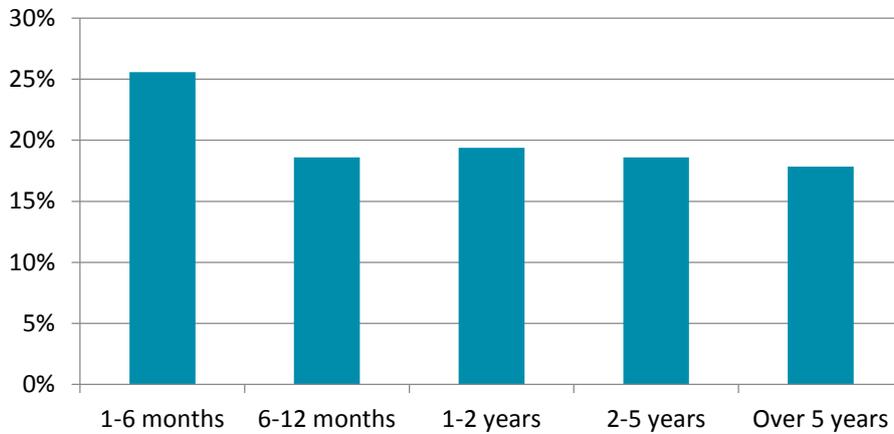
- Befriending
- Community Gardens
- FareShare/Good Food Depot (and pantry)

I have/currently volunteer in these teams (choose all that apply):



64% of respondents have volunteered with Cyrenians between 1 month and 2 years.

I have been volunteering with Cyrenians for:



Recruitment

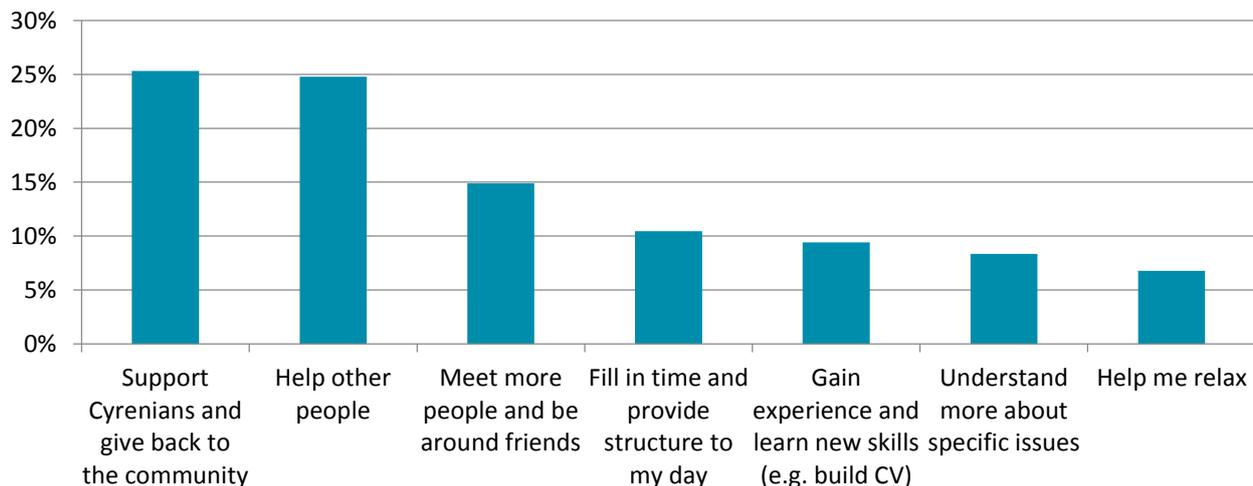
33% of respondents found out about volunteering via recommendation/word of mouth. 30% were Other, including local poster, university career hub, and visiting the community gardens:



96% respondents found the recruitment process to be either straightforward or adequate. 5 individuals reported it to be frustrating and needs improving. The recommendations in this section are linked to specific feedback.

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

I am volunteering with Cyrenians to... (choose all that apply):



Volunteer Opportunities

77% of respondents were satisfied with training and development opportunities, though 21% felt neutral and 2% disagreed.

Terrific training events, with opportunities for training / expanding my understanding that have gone beyond the immediate requirements of my volunteer role but are great for life.

85% of respondents agreed that they felt involved in their role and looked forward to their time volunteering with Cyrenians. 14% felt neutral, and one person disagreed.

69% of respondents felt their team made the best use of volunteers, with 27% on the fence, and 4% disagreeing.

A lot of thought and consideration goes into placing volunteers in the appropriate role.

Training

Further to 2018 survey, we posed this question:

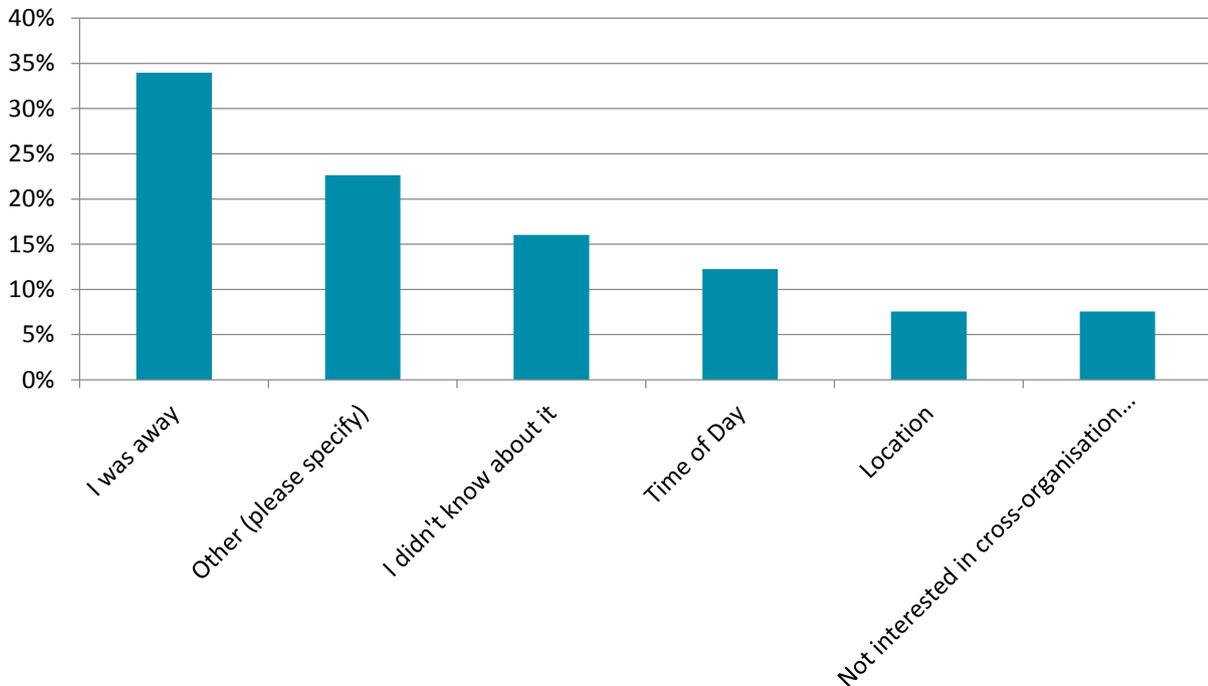
Based on feedback from last year, 54% of respondents were interested in training. What training opportunities would you be interested in?

53 people suggested training possibilities from specific 'forklift', 'basic first aid', 'plant identification' to more general, 'anything offered'.

Social gathering

Further to 2018 survey, we asked:

Based on feedback from last November, we had our first annual Volunteer Appreciation Gathering in June this year. If you were volunteering in June, but unable to attend, please let us know why here. This will help us when planning the next one.



Relationships at Cyrenians

Overall, respondents were happy with the communication between staff and volunteers. Only 7 individuals were unhappy.

Again, most respondents felt able to make decisions affecting their role, apart from 5 individuals.

All but one volunteer agreed they had a positive relationship with staff, or felt neutral.

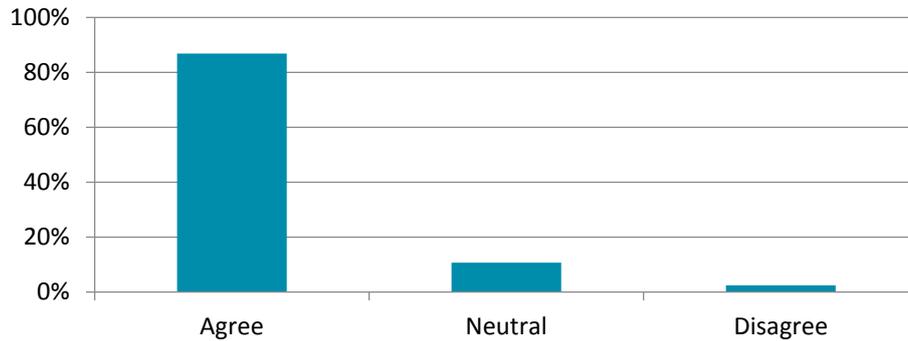
All respondents said they had a positive, or felt neutral about their relationship with other Cyrenians volunteers.

3 respondents did not feel valued for their contribution to Cyrenians.

3 respondents were not satisfied with the culture at Cyrenians.

The majority of respondents felt Cyrenians were dedicated to diversity and inclusiveness.

Cyrenians is dedicated to diversity and inclusiveness.



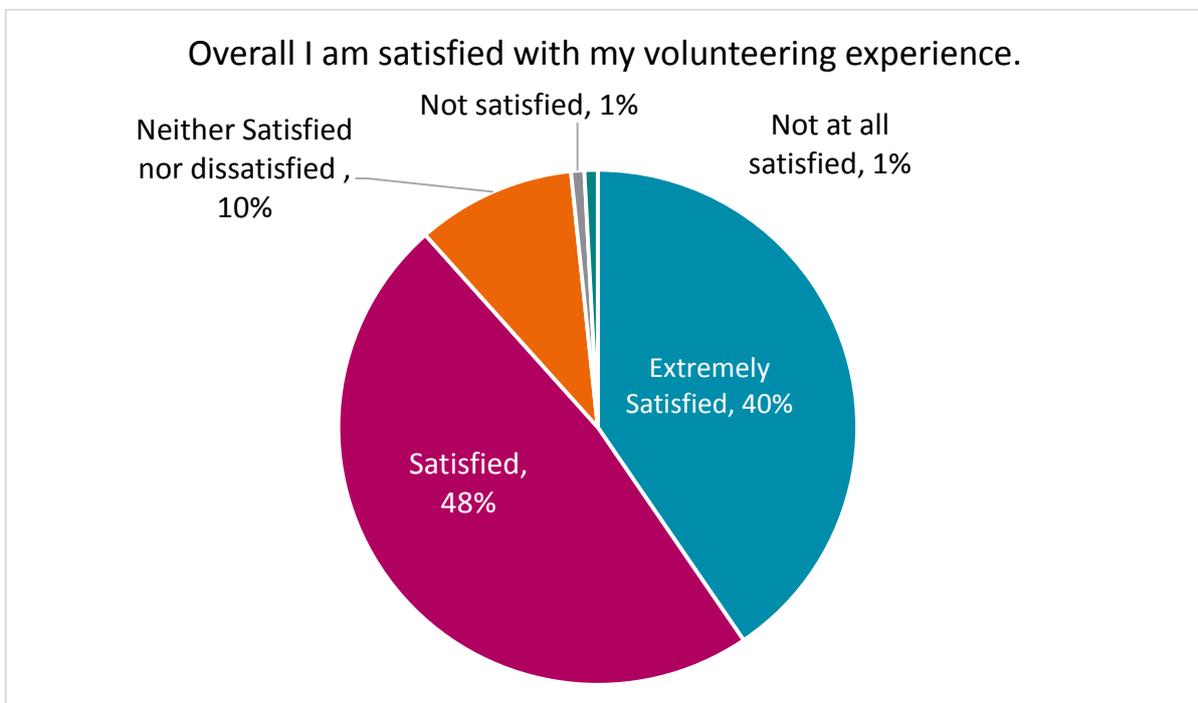
More general feedback was provided and can be found on extensive survey sheet.



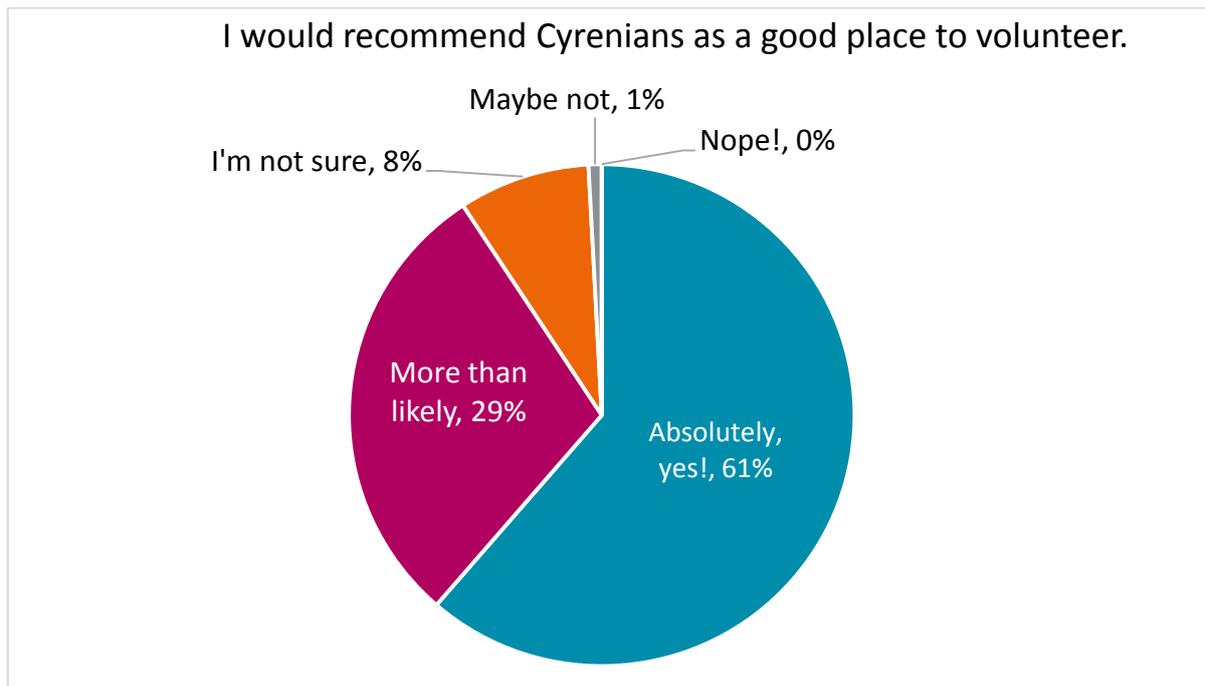
Overall Thoughts

Only one respondent felt that volunteering with Cyrenians has had a negative impact on them, which seems to be an isolated response.

Our star rating for volunteer satisfaction is **4.3 (out of 5)**



Our star rating for whether volunteers would recommend Cyrenians as a good place to volunteer is **4.5 (out of 5)**



Things we plan to do

Further to reviewing the results and individual feedback, we plan on covering the following in the next year:

Applications are essential to our recruitment process and allow us to capture details in line with GDPR. To make the recruitment process more straightforward:

- Allow references on application to be 'TBC'; we can follow these up further to meeting potential volunteers. We *will* still collect two references, though consider cases individually for those who are struggling to find two.
- Reduce the number of required boxes on the form such as name, contact details, motivations for volunteering with Cyrenians, and what project an application is interested in (if they know).
- Review OPAL and Golden Years applications which require extra answers: prevent duplication of data input by volunteer if they have already completed a form centrally.
- Allow for paper applications to be completed further to meeting with a member of staff if easier.

Increase volunteer opportunities through the following:

- Volunteer Appreciation Gathering:
 - i) Give more notice (3 months? for save the date and 2 months for location) to volunteers who would like to attend in June 2020.
 - ii) Invite a member of staff from each project so that there are familiar faces, and ensure volunteers know they can attend with support workers.
 - iii) Look at other location options that might be easier for more volunteer to attend.

- Ensure all training open to volunteers goes in the Volunteer Newsletter which is sent via mailchimp (list comes from those who tick newsletter box on application) and via volunteer supervisors to their local volunteer contact list.
- Ensure training is mentioned in support and supervision, through local announcements and other emails from volunteer supervisors.
- Evaluate 53 individual responses of training suggestions to see what is feasible in 2020/21 with budget.

Relationships at Cyrenians:

- VSO to conduct internal service evaluations on how staff communicate with their volunteers.
- Responses on diversity and inclusiveness question has been passed to Equality and Diversity (E&D) group who will invite volunteers to join.
- E&D group updates to go in volunteer newsletter.