

## Havering Volunteer Centre 2016 Survey Results

As part of Havering Volunteer Centre's grant we undertake a yearly survey between the organisations we work alongside and the volunteers.

This year we sent our survey out to 119 organisations, 22 HVC internal volunteers and 700 external volunteers on our database.

Havering volunteer Centre spent time researching other volunteer centre's survey's from previous years. We looked at the content of their surveys and what packages they used to create their surveys.

We looked into using survey monkey but found that we could only ask 10 questions before a charge was incurred and with HVC's limited funding and want to gather as much data to improve its services we felt that 10 questions would not be enough.

We used word and spent some time making sure that the form could be answered electronically using tick boxes and that text boxes could be typed in.

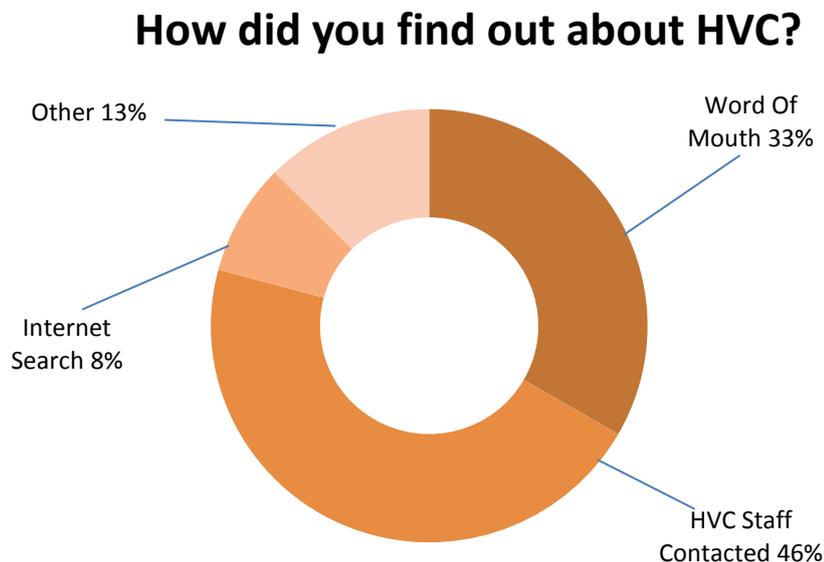
We chose to create three separate surveys bespoke to organisations, HVC volunteers and external volunteers.

We received 24 responses from organisations, 6 responses from internal volunteers and no responses from external volunteers

### Organisation Results

HVC asked how organisations heard about us:

46% said HVC staff had contacted them, 33% heard through word of mouth, 8% through internet searching and 13% through other channels such as a forum/panel meeting and previous work with HAVCO.



HVC created a website this year from scratch with the help of web hosting. The content was researched and written between the CEO and a Volunteer and passed over to the designer. It is important to HVC that the service users find our website accessible, informative and professional.

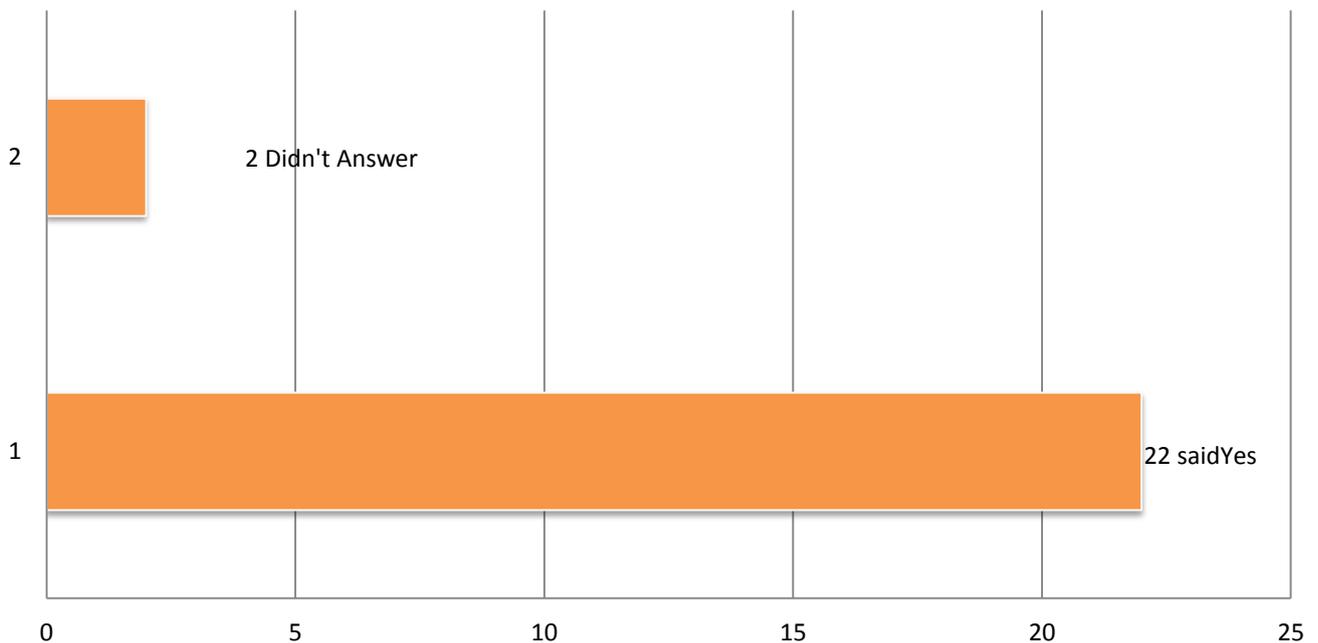
We asked if it was easy to find HVC's website:

22 Organisations said the website was easy to use and 2 organisations chose not to answer.

One organisation said:

***“Wouldn't change a thing! Very straightforward and easy to use, looks very professional yet user friendly”.***

### Was it easy to find HVC's Website?



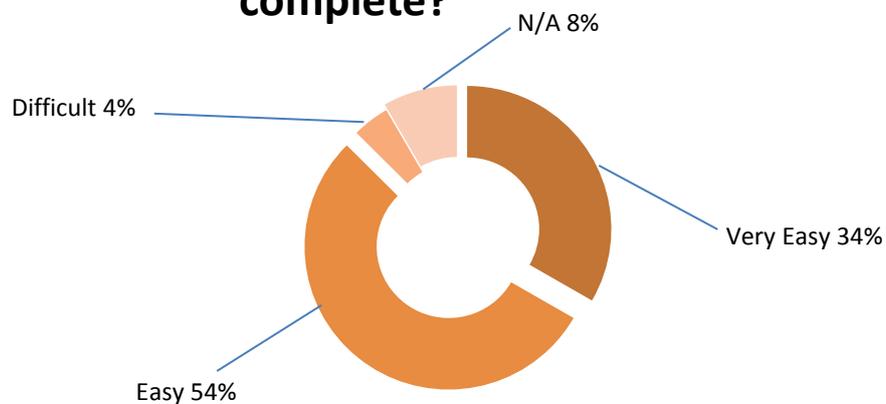
HVC uses forms to capture data from the organisations we work alongside which then helps us to promote the needs of that organisation accurately, so making sure our forms are user friendly is key to our operations.

We like to make sure that our forms are all inclusive and accessible. We need our forms to be of ease to the diversity of Havering. HVC will always be on hand to help and go through any sections of our forms that need explaining further or to help complete the form for those who may find it difficult.

We ask how easy did they find it to complete our registration form:

54% found it easy, 34% found it very easy, 8% felt the question did not apply to them and 4% found it difficult. We supplied a comments box and asked what we could do to make this easier, HVC received no feedback on improvements, one organisation said ***“I think that it asks the right amount of information. It shouldn’t be a short registration form; otherwise volunteers could be misled in terms of opportunities being offered”.***

### Was our registration form easy to complete?



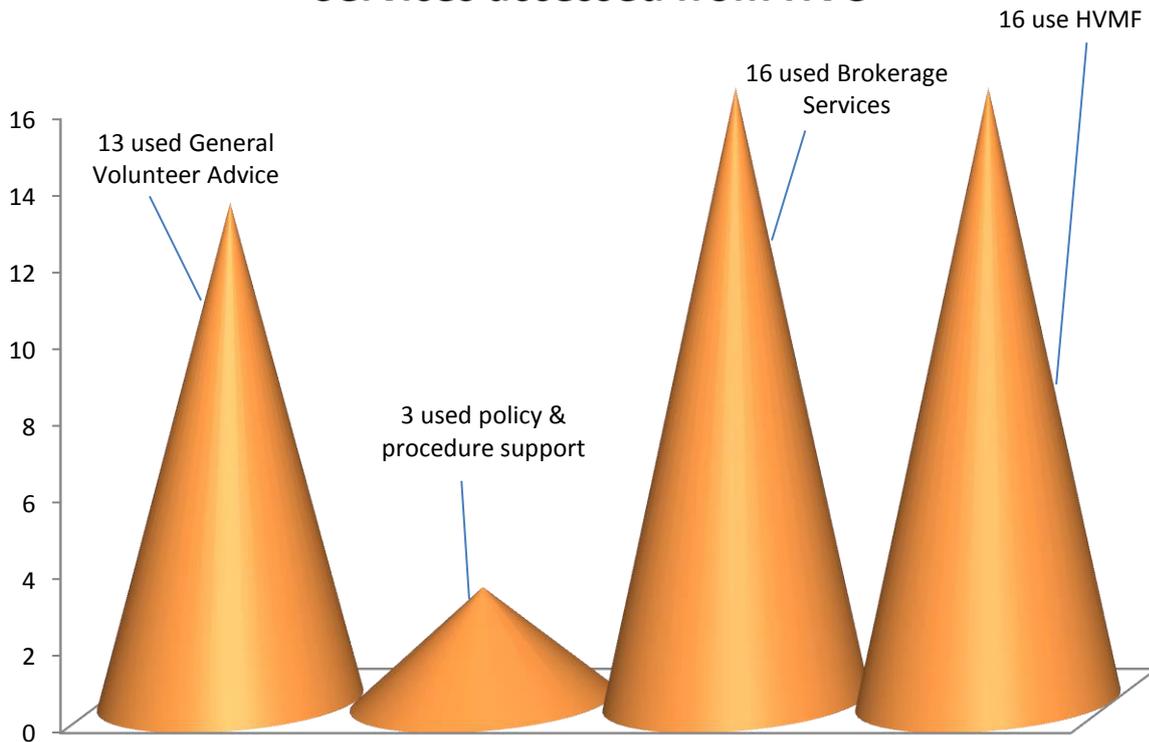
However HVC has since asked why they felt the question was not applicable to them and why they found it difficult to complete. One organisation said that the question wasn't applicable to them as another member of their organisation had completed the relevant forms and one organisation said they found the opportunity form difficult as it was finding the right balance of content needed to provide us with role descriptions to promote.

Many organisations access more than one service from HVC and some organisations access services from us that they may not know they use, like our Brokerage Service, every organisation that completed this survey use our Brokerage Service to help recruit volunteers but not all organisations ticked that they use this service, this data allows us to go back to the organisation and be more informative of the service we provide to them.

We asked what services the organisations have accessed from Havering Volunteer Centre:

Out of the organisations asked 13 of them said they have come to us for general volunteer advice, 3 have asked for policy & procedure support, 16 said they use our brokerage service and 16 said they attend the Havering Volunteer Management Forum (HVMF).

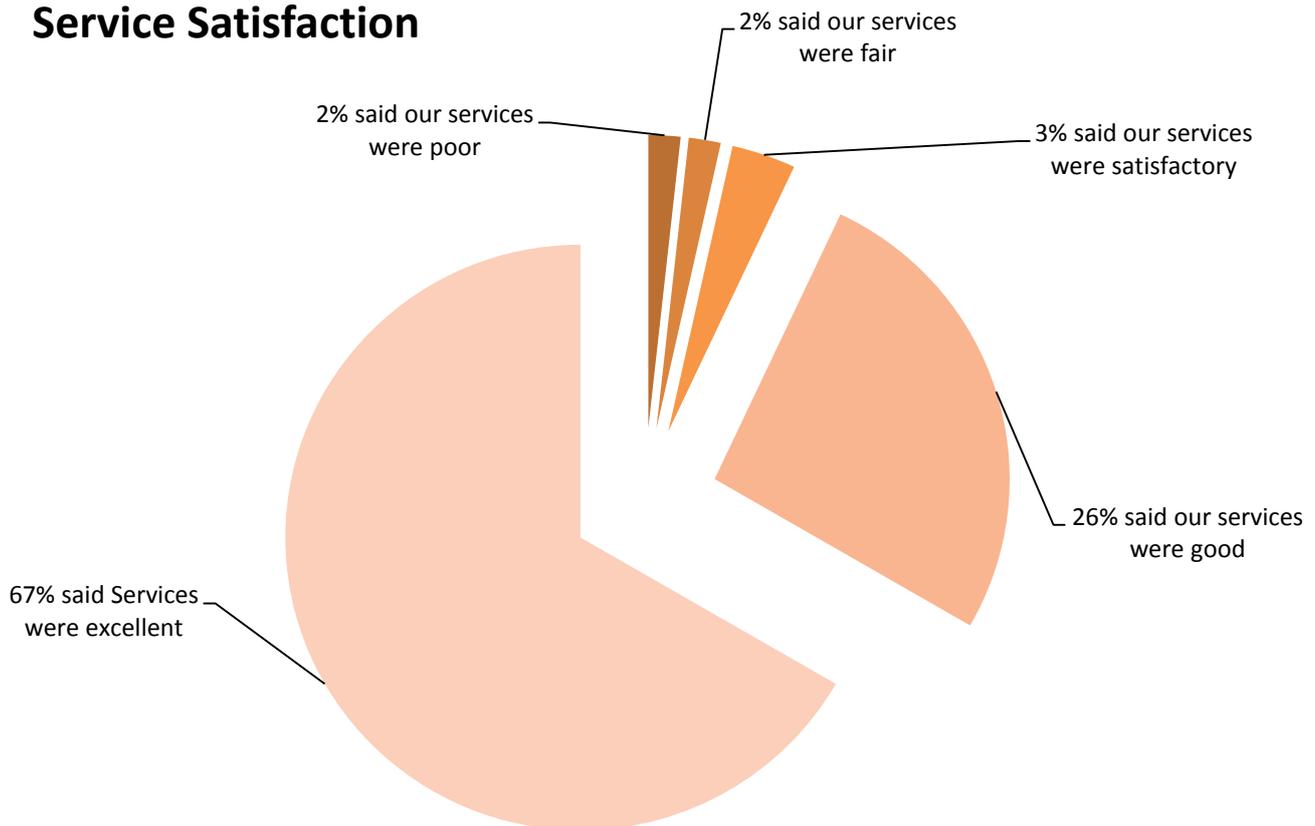
### Services accessed from HVC



We then asked the organisations how satisfied they were with the services we provided them with:

67% said they found the services we provide them with are excellent, 26% said our services were good, 3% said our services were satisfactory, 2% said our services were fair and 2 % said they were poor.

## Service Satisfaction



HVC takes any negative feedback constructively and to find the results of our service satisfaction for one organisation was poor or fair was something that we had to rectify.

We contacted the particular organisation and worked together to find out what had led them to their decision and found that the services we provided them with wasn't fully reaching the organisation and being misdirected, email communication was going astray, this has now been rectified. We are confident that they are now happier and receiving our services. We now check in with the organisation via telephone

communication fortnightly and make sure that they are receiving all volunteer referrals made to them.

We asked what we could do to make organisations experience better:

18 of the organisations chose not to complete this section and 4 organisations chose to leave feedback and are as follows:

***“Nothing, the team and Shelley are amazing, so welcoming and supportive and always happy to help if there is a query. Awesome service”***

***“It is always informative and friendly”***

***“Havering Volunteer Centre runs a wonderful service across the Borough. I think they achieve just the right balance. When I arrived in Havering, they were key to helping me establish volunteer programmes within my organisation.”***

We also had further organisation feedback:

***“You may already do this but following up with volunteers to see if they went for inductions/followed the match up. I have had a couple of volunteers come for an initial chat about the role then not turn up for the full induction.”***

Havering Volunteer Centre follows up with all volunteers that are referred to organisations either by phone, email or post, we ask how they are progressing with their volunteering journey.

Most of the time we make successful follow ups and find that volunteers are either placed with an organisation, still waiting to hear from the organisation they were referred too or are still seeking the right match, from time to time volunteers become difficult to engage with, we try all three methods of contact allow a 4 week period of response and they try again to make contact.

When we refer volunteers to an organisation we always ask them to let us know how they progress with the volunteer we refer to them, we don't always hear back from organisations so we do follow up emails with them to see if they managed to successfully place any volunteers.

The final feedback we received was:

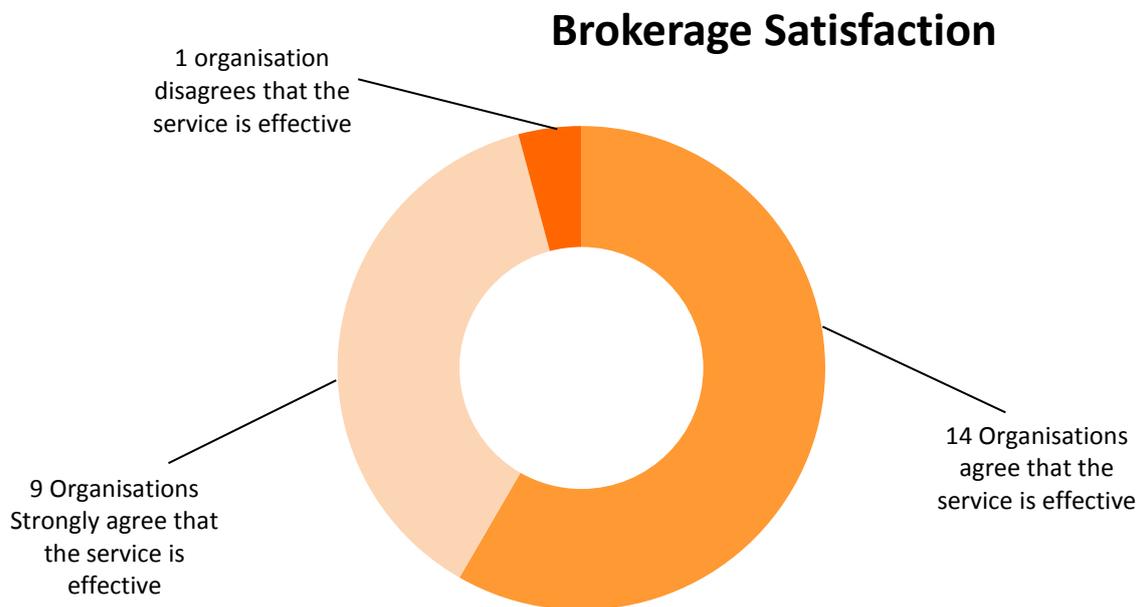
***“Recruit volunteers for roles we have available”***

HVC invites all potential volunteers to our offices for a 1:1 brokerage meeting where volunteering roles are discussed in the chosen area the volunteer wishes to volunteer in, we discuss each role at length, promote the roles on Do-it.org as well as additional promotion through social media. We feel that HVC does it's best to promote all opportunities from various organisations fairly and in the best way

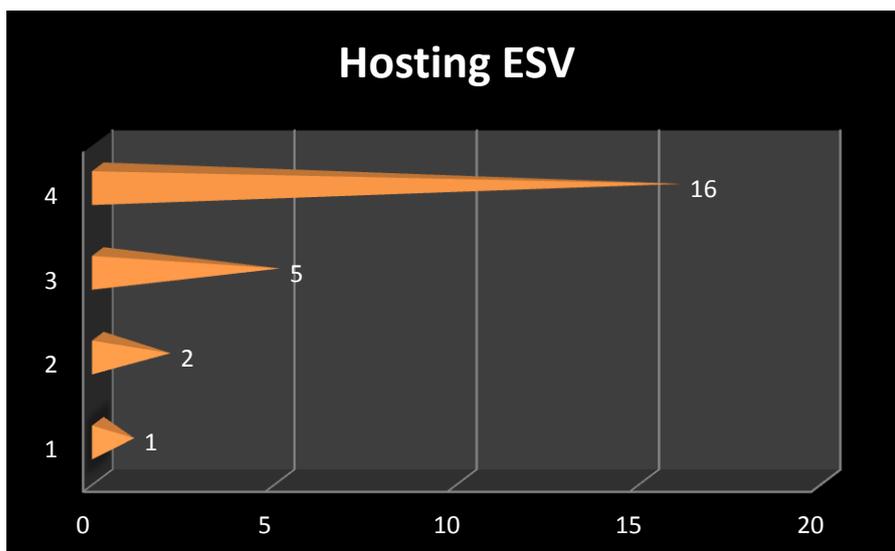
possible, it is then down to the potential volunteers interests in that role and the organisation to pick up on any referrals made.

Havering Volunteer Centre offer a brokerage service, this means that volunteers are engaged with on a 1:1 basis and matched by their skills and requirements to organisation's needs, this service is a vital link between the volunteer and the organisation wanting volunteers.

So we asked how satisfied organisations were with the effectiveness of the brokerage service they receive:



Over the last 6 months we have had a lot of interest from companies wishing to take part in Employee Supported Volunteering (ESV). ESV allows a group or team from a company to volunteer for a certain amount of days a year; so far we have supported Network Rail with one days ESV. Arranging a ESV is not always easy, finding volunteering roles for one day for a group of individuals are not always readily available so we asked the organisations if they would be able to support ESV in the future:



16 Organisations said they would be happy to facilitate ESV and one off events.

5 organisations chose not to answer

2 organisations were unsure as to whether they could facilitate this

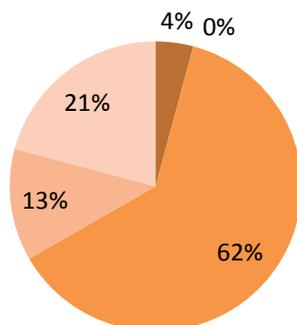
1 organisation said they would not be able to facilitate ESV as their roles require extensive training

From the results of this question it is clear that more information on Employee Supported Volunteering is needed to be shared with Havering Organisations, ESV can range from community clean ups, painting to going to organisations and offering their expertise, offering training, answering calls or office tidy ups.

ESV can be used to great advantages to various organisations and businesses in all manners of areas, so HVC going forward will be offering ESV workshops to organisations and businesses in Havering.

Havering Volunteer Centre provides various support to organisations and it is helpful for HVC to understand what organisations benefit from being involved with us, we asked the following:

### Helped Organisations to recruit more volunteers



62% Agree

21% felt that this question did not apply to them

13% strongly agree

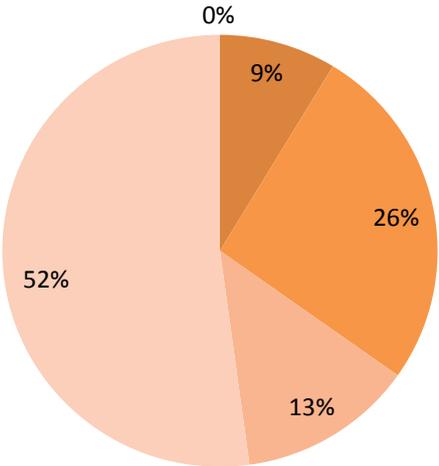
4% strongly disagree

0% Disagree

When HVC unpicked why organisations felt this question did not apply to them it was explained to us that they did not have recruitment figures available to give an accurate answer so felt answering N/A was the fairest option.

One organisation strongly disagreed with this question as they felt we hadn't supplied them with more volunteers, just volunteers in general.

### Helped to create or review volunteer procedures



52% felt this question did not apply to them.

26% agree

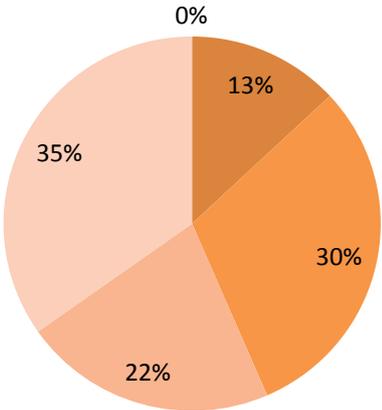
13% strongly agree

9% disagree

0% strongly disagrees

Havering Volunteer Centre will always offer its help to organisations who may require help with their policies and best practises. Many of the organisations we work alongside have been well established with policies in place for many years and subsequently do not require any help with their policies.

### Helped to increase the appeal of volunteering



35% felt this question did not apply to them

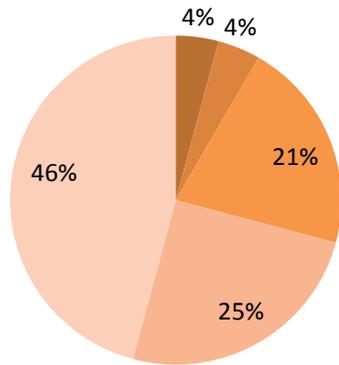
30% agree

22% strongly agree

13% disagree

0% strongly disagrees

## Supported them in dealing with specific volunteering issues



46% felt this question did not apply to them

25% strongly agree

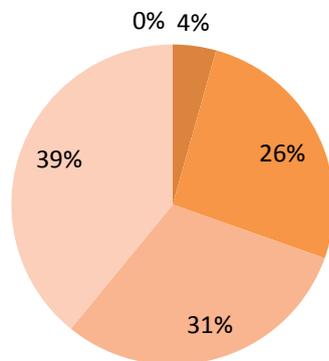
21% agree

4% disagree

4% strongly disagree

Havering Volunteer Centre facilitates the HVMF where volunteer managers come together and discuss issues that surround volunteering and the voluntary sector, not all of the organisations members who completed these survey's attend the HVMF and this is why some felt this question did not apply to them and disagree with this question.

## Increased their knowledge of managing volunteers



39% felt this question did not apply to them

31% strongly agree

26% agree

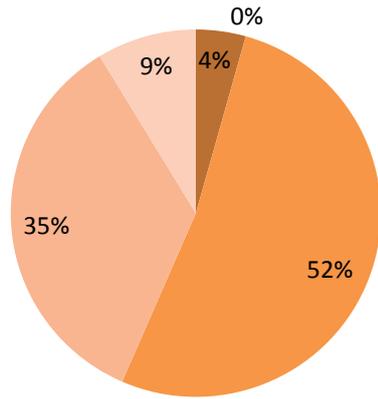
4% disagrees

0% strongly disagrees

Issues around managing volunteers arise at HVMF meetings; generally there are no issues to discuss which is why this question was answered N/A or disagree.

The Havering Volunteer Centre has worked with organisations when facing difficult times with volunteers, we have helped them through grievance procedures and best practice.

## Keeping them informed on issues affecting volunteering



9% felt this question did not apply to them

35% strongly agree

52% agree

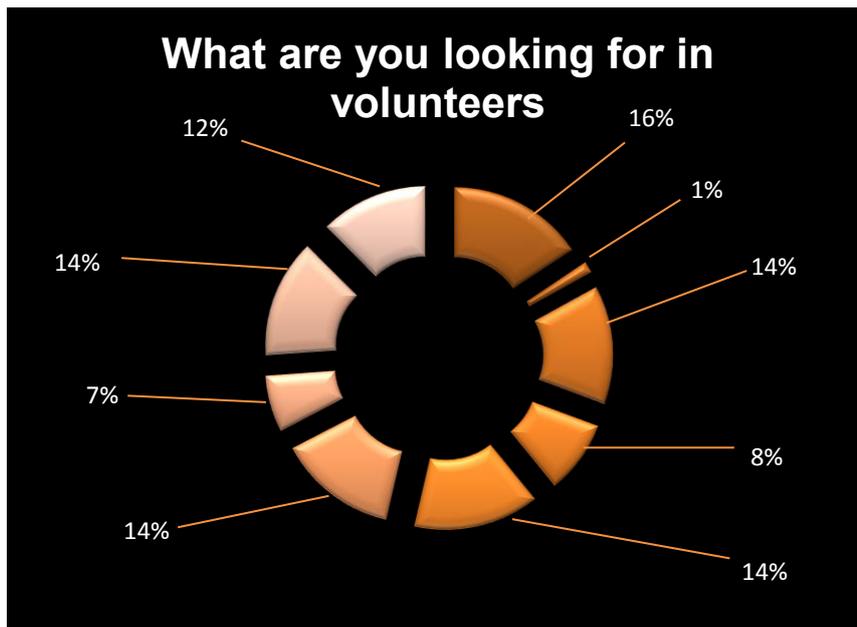
0% disagrees

4% strongly disagrees

When we unpicked these results we found that the reason why some organisations felt this question did not apply to them or they disagreed with the question was because they did not attend the HVMF meetings or didn't have a role within the organisation that required them to be kept up to date with volunteering.

HVC speaks with all potential volunteers before referring them onto their chosen organisation so finding out what organisations value most from their volunteers is key to the perfect match.

We asked the organisations what they look for when recruiting their volunteers:



16% said they look for reliability from volunteers

14% said Common Sense

14% Right attitude

14% able to commit the time

14% Willingness to learn

12% communication skills

8% Right skills and experience

7% Ability to deal with changing circumstances

1% Specific qualification

These results will assist us in brokering potential volunteers as we now understand the additional needs of organisations, which will hopefully lead to more successful volunteering placements.

The opinions of the organisations we work alongside is greatly valued to make sure that we are doing the best we can not only for our volunteers but for the organisation too.

We asked for any additional information and comments not provided in the questionnaire and here are some of the comments made:

***“Huge thanks again to Shelley and her amazing team at Havering Volunteer Centre. You all do an outstanding job and provide a much needed service!”***

***“Am very happy with the level of support received. Thank You”***

***“The volunteer centre has been very helpful in finding us volunteers, helped with all documents and gave advice along the way”***

***“Increased good working relationship with HVC have always helped with questions and enquiries. Shelley always very helpful.”***

***“Volunteer centre is great!”***

By the end of 2017 we aim to have improved our services further and made sure that all organisations within Havering know of our services, have access to them and fully understand all aspects of HVC.

The Havering Volunteer Centre will continue to improve links between the community and the organisations we work alongside.

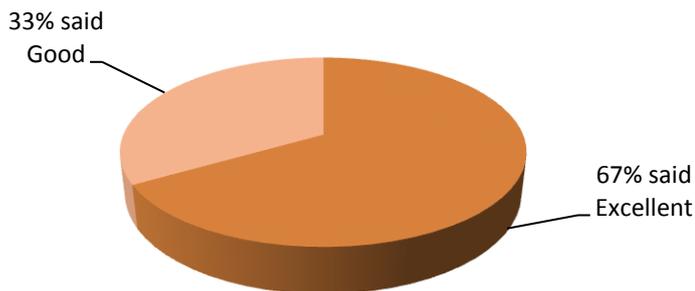
## Internal Results

Havering volunteer centre is primarily made up from volunteers so ensuring that they are happy and have no concerns regarding the volunteer centre is key to its smooth running.

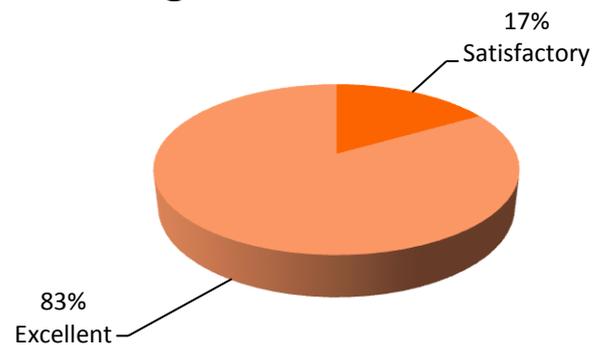
We wanted the volunteers to speak openly and honestly about their views on the volunteer centre and conducted an anonymous survey where they could return their completed forms to a sealed box out of view to any other HVC team members.

We asked them about their time spent at the volunteer centre and how they would rate the following:

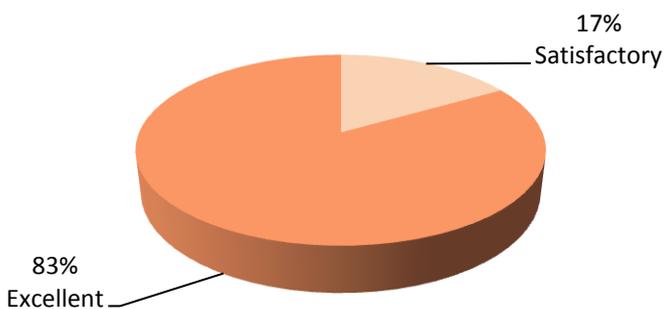
### **There is a positive atmosphere and teamwork**



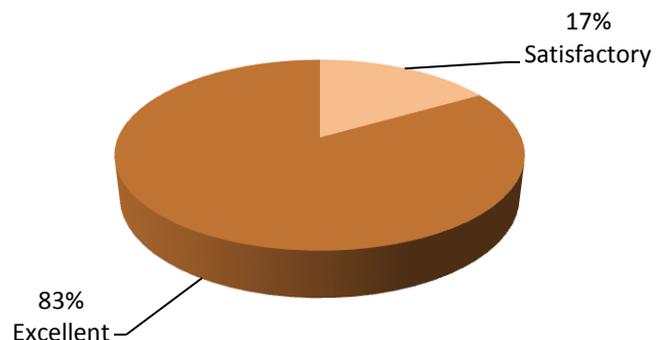
### **I have the support and guidance needed**



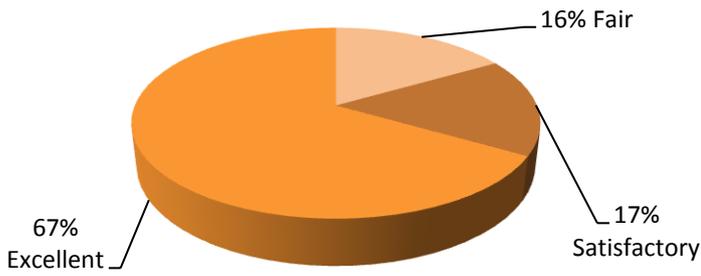
### **I am satisfied with the variety of activities offered**



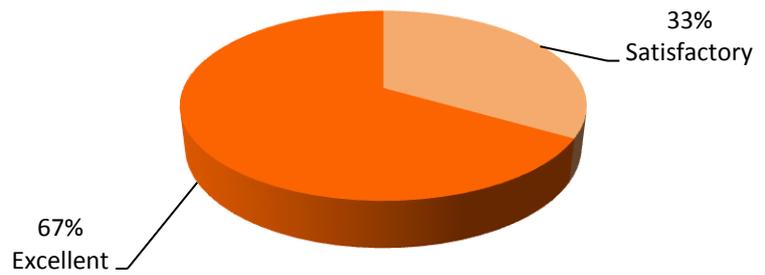
### **I feel that I am a valuable member of the organisation**



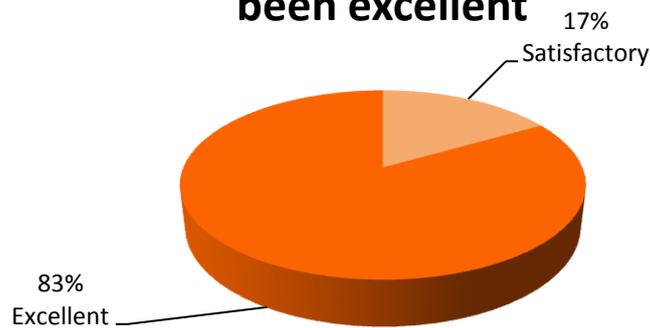
### My volunteer role has increased my self-confidence



### My volunteer activities has helped me develop new skills

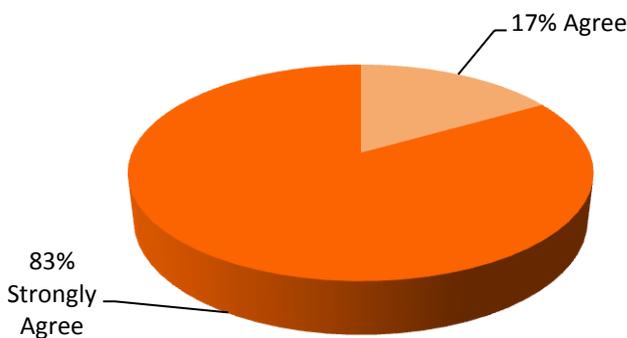


### My volunteer experience has been excellent

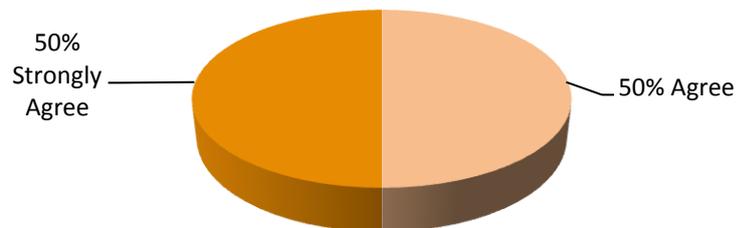


Having Volunteer Centre is busy office and not all the team are volunteering on the same day or always available to attend team meetings and briefings so it is important that we know that our team is well informed about everything that is going on in the volunteer centre and that they feel that the senior management team and trustees are effective in HVC.

### Do you feel well informed about HVC?



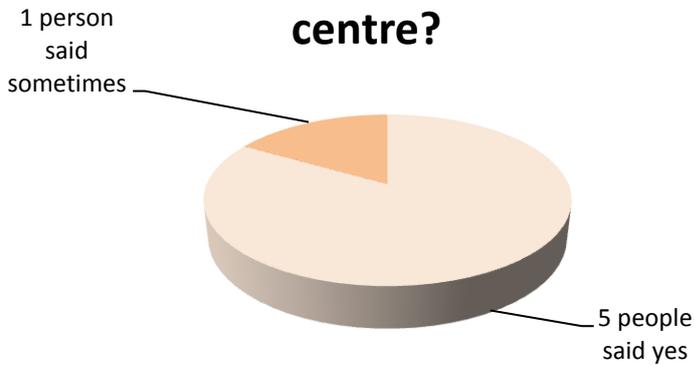
### Do you feel The senior management team and trustees are effective?



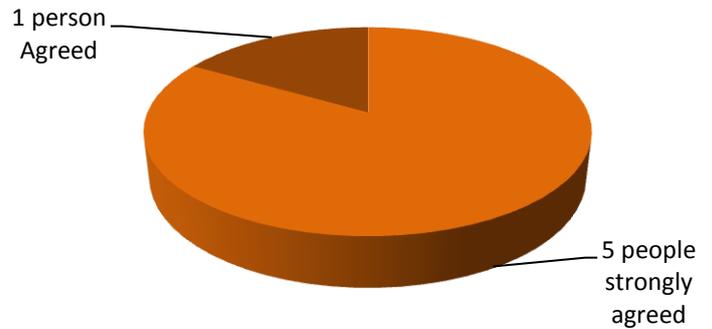
Some of the additional comments from the team said they found the information from posters, team meetings and open discussions within the office.

It is important to Havering volunteer Centre that our team feel that they make a difference to the volunteer centre because without them we would not be able to operate and that their views feel listened to.

### Do you feel you make a difference to the volunteer centre?

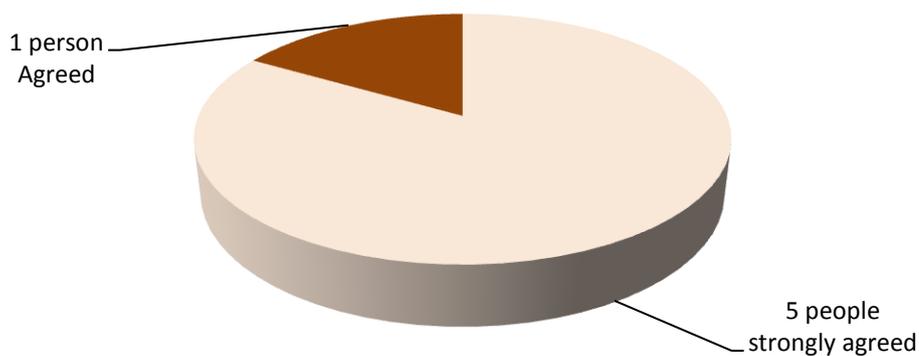


### Do you feel your views are valued and listened to?



We asked our team whether they would recommend HVC as a good place to volunteer:

### Would you recommend HVC as a place to volunteer?



We asked the tem if there was one thing they would change what would it be:

***“Only the database as this would streamline the process”***

***“Database”***

***“For HVC to get enough funding to pay me for part time work. I love working here.”***

***“Nothing I am happy with the Volunteer Centre”***

***“The distance to the kitchen (JOKE!)”***

HVC are currently in the process of building a database to be webhosted on an external server and are looking at trialling the system in January 2017 with the view of it being fully operational by the new financial year.

Havering Volunteer Centre is currently trying to combat its funding needs for paid members of staff, this is something that we are hoping to have completed by early 2017.

We were surprised by how few survey returns we received. We emailed all 119 organisations a survey, we printed off blank surveys and also handed them out at HVMF meetings and asked all organisations to complete, the majority completed the forms but a few chose not to.

We emailed and printed off the internal survey for HVC volunteers and provided a sealed anonymous return box in another office so that they could respond freely.

We emailed 700 external volunteers a volunteer satisfaction survey and offered a £20 gift voucher to one lucky person on the return of completed surveys; even with this incentive we did not receive any returns. Next year we hope to get more feedback from volunteers, one way of achieving this is to ask volunteer co-ordinators at various organisations to ask their volunteers to complete the survey.

We would also try to complete these surveys with volunteers at point of contact; this would then result in more data being collected.