

ANNUAL VOLUNTEERS' SURVEY 2021 – ANALYSIS

1. BACKGROUND

The survey was offered to all active volunteers via email in April 2021 and responses were requested by May 2021. The survey consisted of 38 questions and 43 responses were received.

2. VOLUNTEER PROFILE

Volunteer Role

We received feedback from across all the different volunteering roles.

20.93% each from Welcomers and Complementary Therapists

16.28% Telephone Befrienders

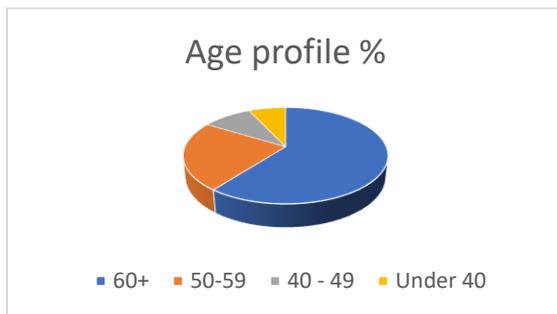
13.95% Counselling/Coaching

9.3% each from Admin Support, Fundraising Support/Research, Trustees and Workshop Facilitators

4.65% Social/Creative Facilitators

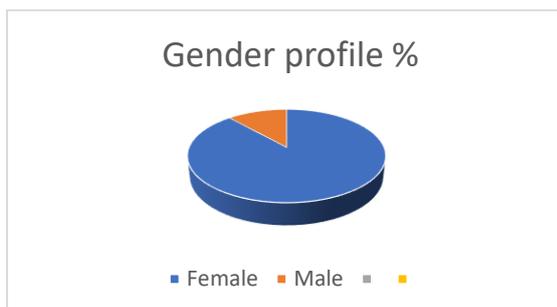
2.33% each from Communications/Marketing, Community Engagement, Maintenance/Facilities and Other.

Age



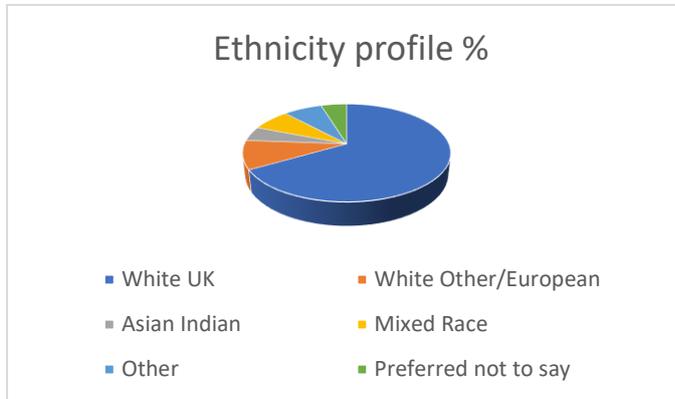
83.72% of respondents were age 50+, with 60.46% being age 60+. Only 6.98% were under 40 although the weekday commitment required for Centre based roles is likely to affect those of working age.

Gender



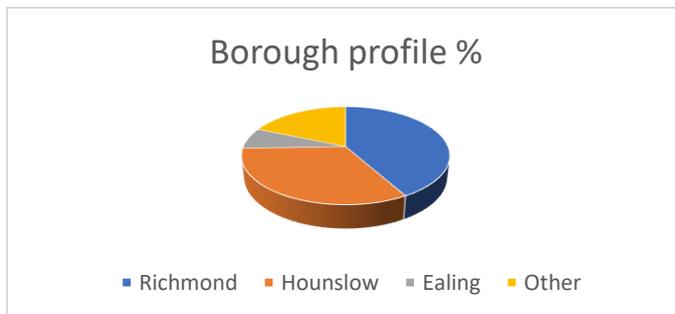
88.37% of respondents identified as female and 11.63% male.

Ethnicity



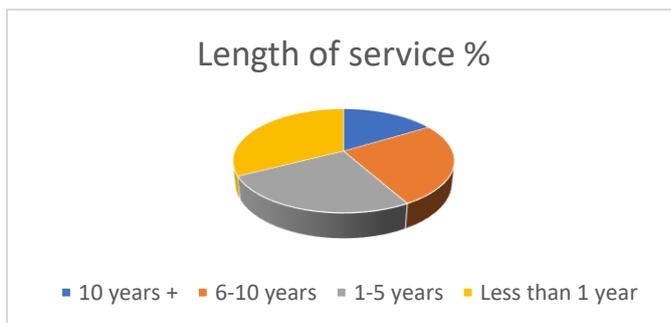
65.12% of respondents identified as White UK, 9.3% White Other European, 6.98% Mixed Race and 4.65% Asian Indian. 6.98% described their ethnicity as Other and 4.65% preferred not to say.

Borough/Postcode



41.86% live in Richmond, 32.56% in Hounslow and 6.98% in Ealing with 18.6% living outside of these 3 boroughs. Most popular postcode was TW7 (20.93%) followed by TW1 and TW2 (9.3% each).

Length Of Service



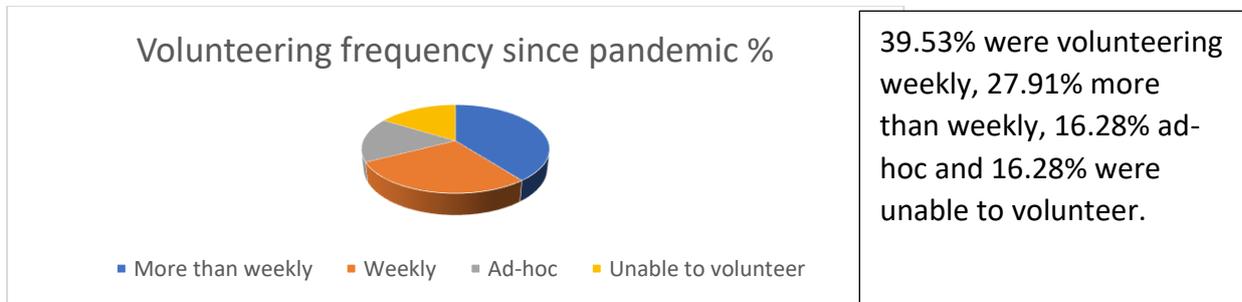
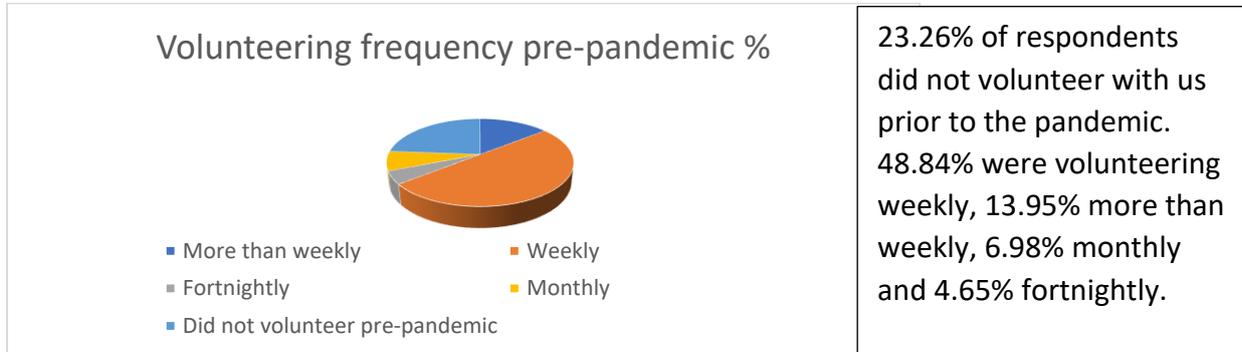
25.58% of respondents had volunteered with us for 1-5 years and 6-10 years, 16.28% for more than 10 years and 32.56% had been with us 12 months or less.

Affected by cancer

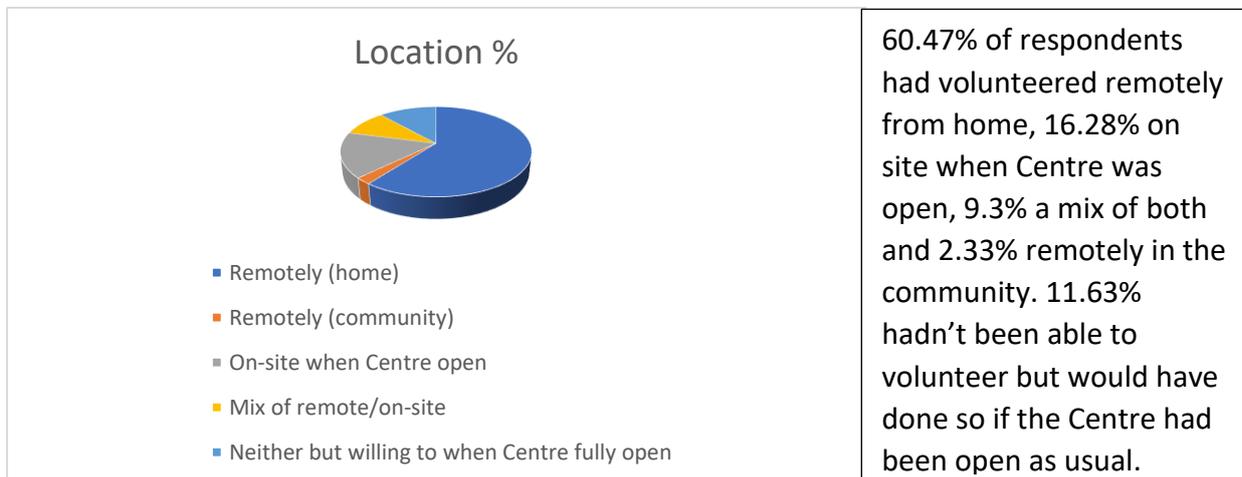
67.44% of respondents had been personally affected by cancer (either themselves or a close family member).

3. VOLUNTEERING AND COVID19

Frequency



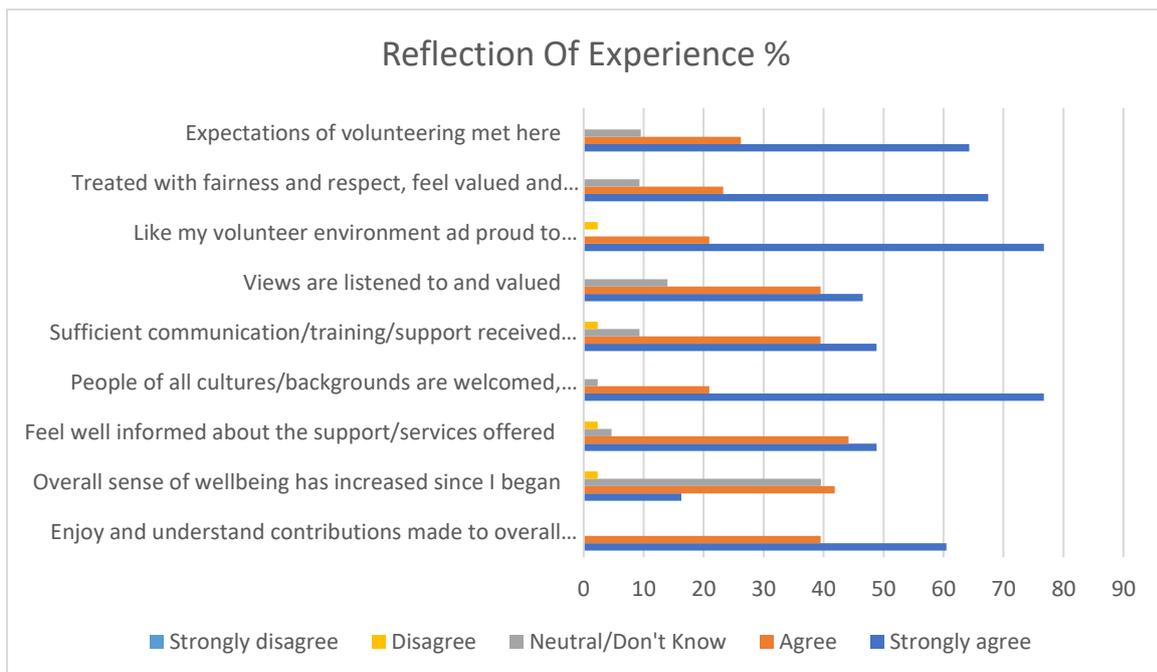
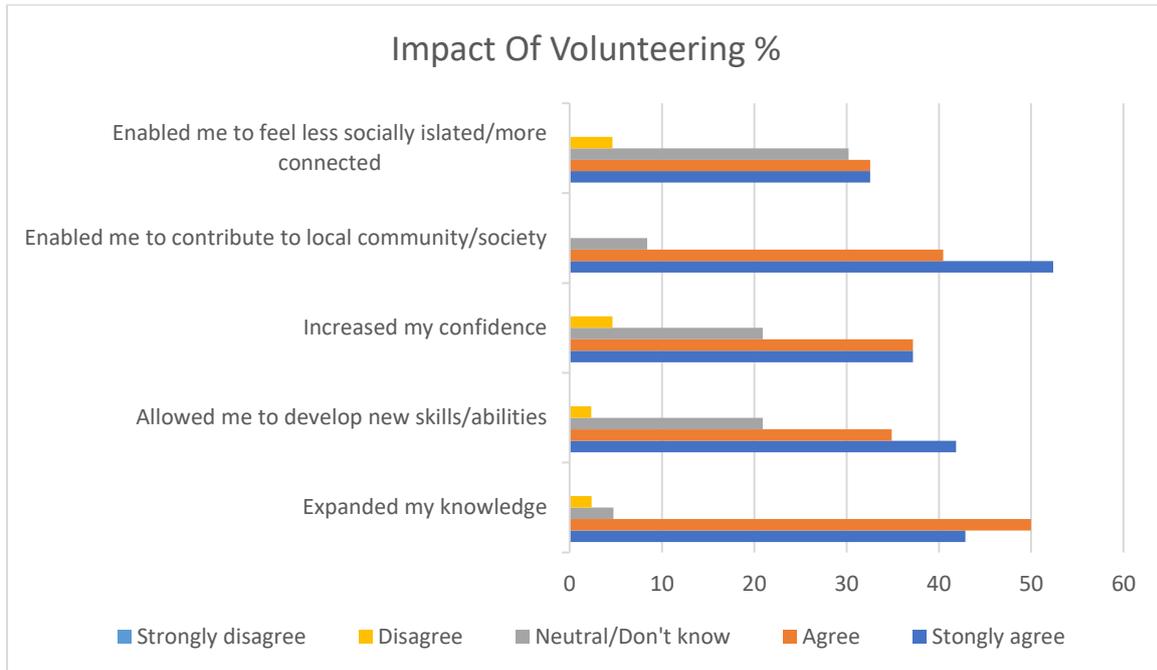
Location



Safety – Of 19 who had volunteered at the Centre since the pandemic, only 1 expressed the view that they didn't feel entirely safe.

4. IMPACT OF VOLUNTEERING & REFLECTION

The majority of respondents agreed or strongly agreed in relation to the questions asked about the impact of volunteering and their reflection on being a volunteer with us. No respondents strongly disagreed on any of these questions.





5. IMPACT - VOLUNTEER QUOTES

"It's a privilege to be able to work with the clients who use The Mulberry Centre".

"I've expanded my knowledge on cancer and learnt about the importance your services provide for the holistic journey of cancer, something I had never thought about previously. This has made me more empathetic and aware of people affected by cancer".

"Awareness of people".

"I've been able to expand my role and to bring deeper skills to support those impacted on by cancer including developing support for those with a terminal diagnosis and at end of life".

"Working with the clients at the Mulberry Centre, who are often facing huge challenges, has stretched me considerably and given me confidence that I can be of use in circumstances that would once have overwhelmed me".

"I feel that I get as much out of volunteering as I put into it. It is an important part of my week".

"As I work from home coming into The Mulberry Centre to volunteer has made me feel less isolated and it is so nice to feel appreciated".

"I feel that the Mulberry Centre offers a supportive, warm and inviting environment for me a counsellor (and previously when I was a Welcomer) and the feedback from clients has always been one of gratitude for the services that are provided by the Centre".

"I have volunteered at The Mulberry Centre for nearly 20 years now and still every time I walk through the door, I feel a sense of wellbeing".

"Being able to listen, and not always giving advice".

"Drawing and watercolour workshops have enlightened me as to how others see their world".

"I feel delighted to be able to make a contribution to the local community, however small it might be".

"As part of the telephone befriending team I have improved my communication skills".

"It connects me with a very worthwhile organisation and a community of staff and volunteers. I meet a wider cross section of people than I would if I didn't volunteer, and it provides a piece of the structure in my week".

"I have volunteered for a long time and have been through highs and lows. The impact the centre makes on people's lives makes a huge difference".

"To have a positive response from clients & to give back that positiveness, to learn along the way & improve has helped in my progression & journey".

"To give help and support to those who are experiencing a less positive time in their lives".

"Increased my sense of being of value through supporting people in need".



“Makes me feel useful and happy to pass on my Watercolour Painting skills to Mulberry patients”.

“Having more confidence to communicate with people with disabilities and special needs”.

“I have only just started volunteering with The Mulberry Centre, very positive and encouraging start”.

“Feel the Centre provides a very important role to play in the community”.

6. COMMUNICATION

Emails/information received - 69.77% always read these, 27.91% read these most of the time, 2.33% read these sometimes. It is encouraging to know the majority of volunteers like to keep up to date with our communications.

Volunteer news/bulletins – 41.86% prefer regular email updates, 23.26% prefer quarter newsletter, 34.88% had no preference. As a result, the regular email updates are continuing.

Improvement/comments –The majority of those who did comment said they were satisfied. The effectiveness of group/team meetings and supervision was the main comment, including the positive use of Zoom.

7. SUPPORT/TRAINING

Support provided by relevant Lead over last 12 months – Feedback showed that team meetings and/or telephone/online check-ins have been made available for the majority of our volunteers.

Training/Ideas

We have negotiated training with West Middlesex University Hospital, Project Search and Ealing & Hounslow CVS on topics such as dementia awareness, End-Of-Life care, stroke awareness, autism awareness, safeguarding, etc. starting September 2021 which will be accessible to or disseminated to our volunteers.

We will be liaising with West Middlesex University Hospital to develop our knowledge of cancer treatments and any associated updates re: oncology and complementary therapies.

Our Complementary Therapy Leads and Counselling Lead will consider the comments from their volunteers on any role specific training/development ideas.

Development of the garden into a ‘well-being/sensory garden’ a destination garden can be developed into a project if funding can be identified.

If there was one thing you could change – Some new volunteers said it was too early to say. Others made suggestions, as a result of which we have already:

- Purchased a new lawn mower.
- Addressed the car parking issues by liaising with West Middlesex University Hospital to introduce new parking notices with a permit holders scheme coming into force for our car park 4.10.21.
- Purchased more comfortable chairs for the counselling rooms.
- Acknowledged the important contribution our volunteers make by celebrating the Queen's Award for Voluntary Service at a volunteers' tea party on 1.10.21.

7. EXPENSES

Feedback showed that only 11.63% of volunteers regularly claim expenses, but more wanted more information about how to claim and be able to donate the monies back.

As a result, in August 2021 we reviewed and produced a new volunteer expenses form with clear guidelines and introduced a donating expenses procedure.

Debbie Davey

Mulberry Macmillan Volunteer Lead