

ANNUAL VOLUNTEERS' SURVEY 2023 – ANALYSIS

1. BACKGROUND

The survey was offered to 126 active volunteers via email on 12.4.23 and responses were requested by the end of May 2023. The survey consisted of 47 questions and 63 responses were received (50% return rate) compared to 50 responses last year (a 26% increase).

2. VOLUNTEER PROFILE

Volunteer Role

We received feedback from 63 volunteers across 72 volunteering roles. Some volunteers have more than one volunteering role hence why the total is over 63. Of these 72:

16 (25.4%) were Welcomers

13 (20.6%) were Complementary Therapists

9 (14.3%) were Counsellors/Coaching

6 (9.5%) each were Fundraising Support/Research or Trustees

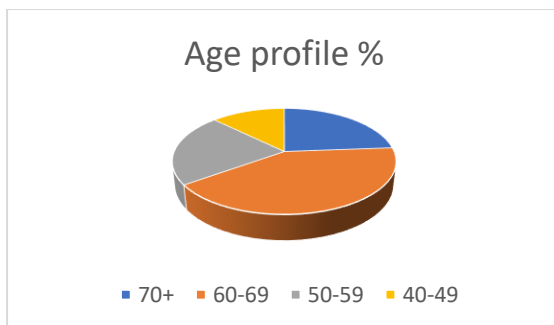
4 (6.35%) each were Community Engagement or Workshop Facilitators

3 (4.75%) each were Wellbeing Class Facilitators, Admin or Other

2 (3.2%) each were Telephone Befrienders or Social/Creative Facilitators

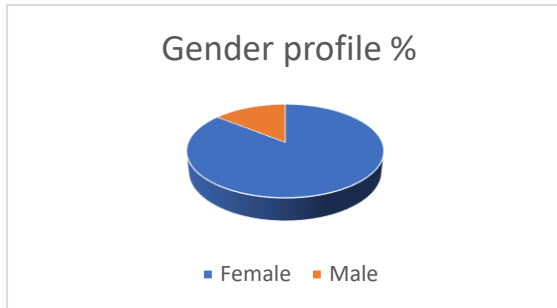
1 (1.6%) was Communications/Marketing

Age



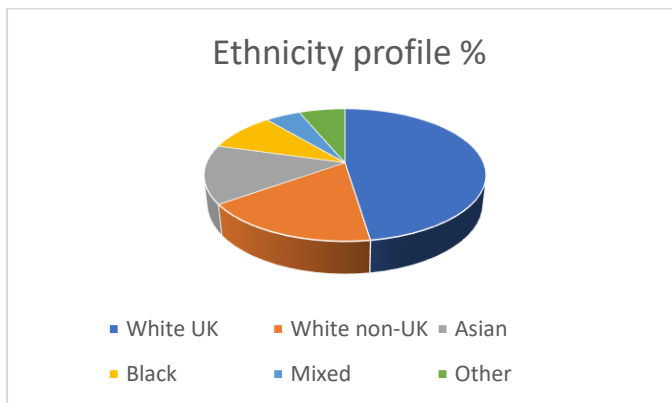
100% of respondents were age 40+. 12.7% were aged 40-49, 22.2% aged 50-59, 41.3% aged 60-69 and 23.8% aged 70+. 65.1% were age 60+. The weekday commitment required for Centre based roles and the cost-of-living situation are most likely to affect those of working age.

Gender



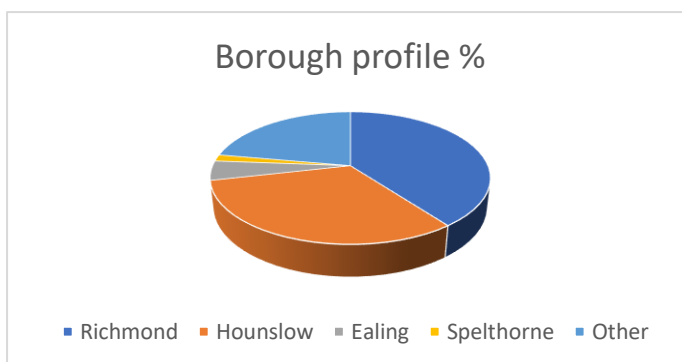
86.7% of respondents identified as female, 14.3% male and no respondents chose to self-describe.

Ethnicity



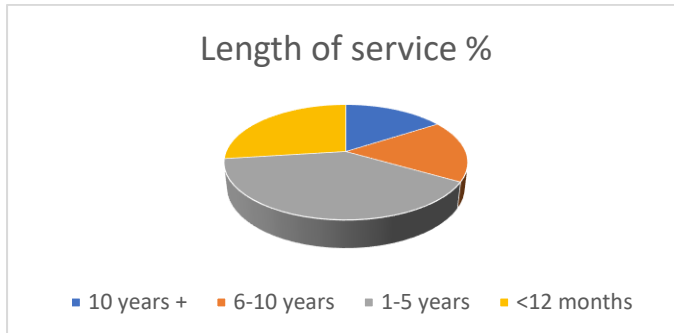
65.1% of respondents identified as White (White UK 47.6%, White non-UK 17.4%), 14.3% as Asian, 9.5% as Black, 4.8% as Mixed Race, 6.3% described their ethnicity as Other. In total, 52.4% did not describe themselves as White UK.

Borough/Postcode



31.75% live in Hounslow, 39.7% in Richmond, 4.75% in Ealing, 1.6% in Spelthorne, with 22.2% living outside of these boroughs. Most popular postcode was TW7 (14.5%) followed by TW2 (14.3% each).

Length Of Service



27% of respondents had volunteered 12 months or less, 39.7% for 1-5 years, 17.4% for 6-10 years, 15.9% for more than 10 years.

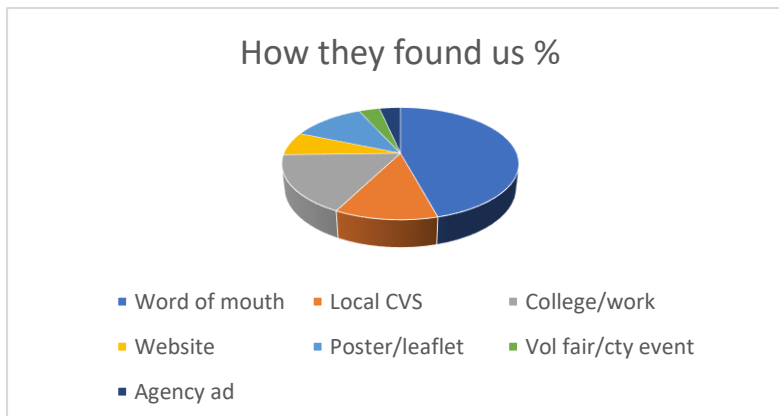
Affected by Cancer

84.1% of respondents had been personally affected by cancer (either themselves or a close family member).

Recommending volunteering with us

96.8% would recommend our volunteering opportunities to others and 3.2% might consider this. This is very encouraging and demonstrates why so many of our volunteers come to us via word of mouth.

How They Found Out About Volunteering With Us



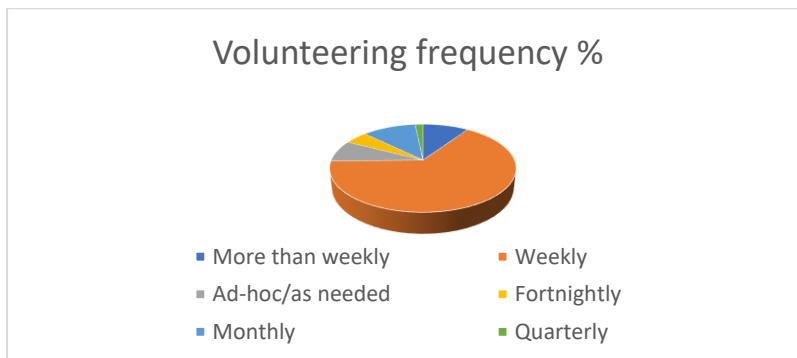
42.9% of respondents came to us via word of mouth or via family/friends, 15.9% via college/work, 11.1% via the local CVSs, 17.45% via our publicity (6.35% website, 11.1% posters/leaflets), 3.2% volunteer fair/community event, 3.2% agency advert, 6.25% Other.

3. VOLUNTEER EXPERIENCE

Safety - 92% of respondents agreed that health & safety is given fully sufficient importance, with 6.35% saying this is the case most of the time. Only one respondent was unsure.

Induction - Of the 29 respondents who had received induction over the last year, 100% found it satisfactory or better, with 86.2% saying it was very satisfactory. Comments made were: **“Well organised & informative”, “Very comprehensive”, “Warm, friendly one to one induction process”, “The induction process was prompt, concise, and relevant”, “My volunteer induction was fantastic, I could not fault it”**. No one suggested any improvements.

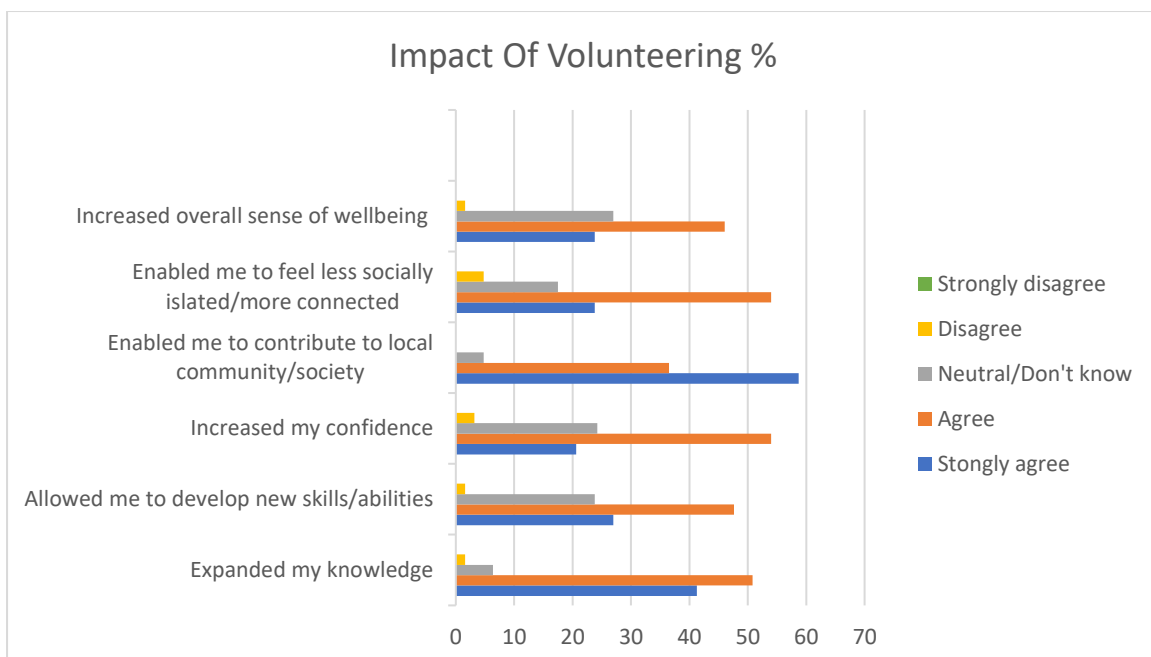
Regularity/Availability

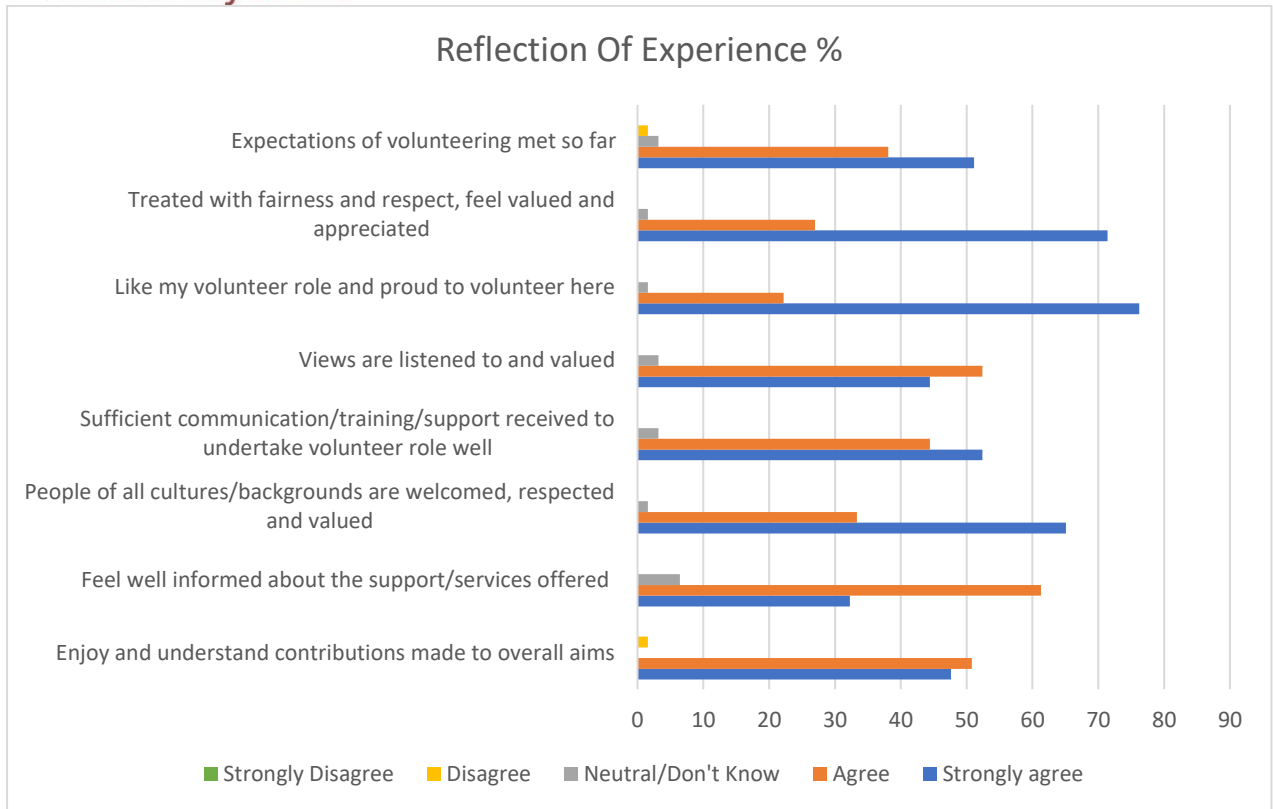


65.1% of respondents volunteer weekly, 11.1% monthly, 9.5% more than weekly, 7.95% ad-hoc/as needed, 4.75% fortnightly, 1.6% quarterly.

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.



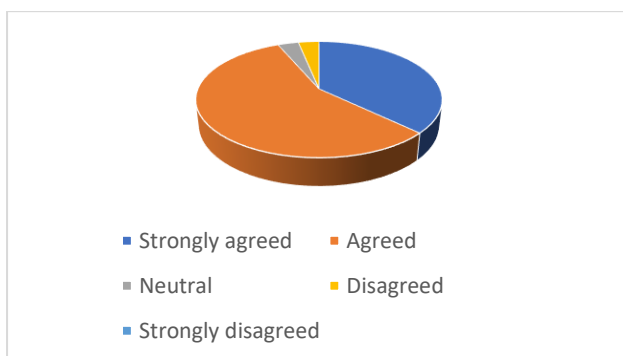


5. COMMUNICATIONS

Emails/information received – 61.9% always read these, 38.1% read these most of the time; it is encouraging to know that our volunteers like to keep up to date with our communications.

Improvement/comments – Only three volunteers provided any suggestions which have been shared with staff.

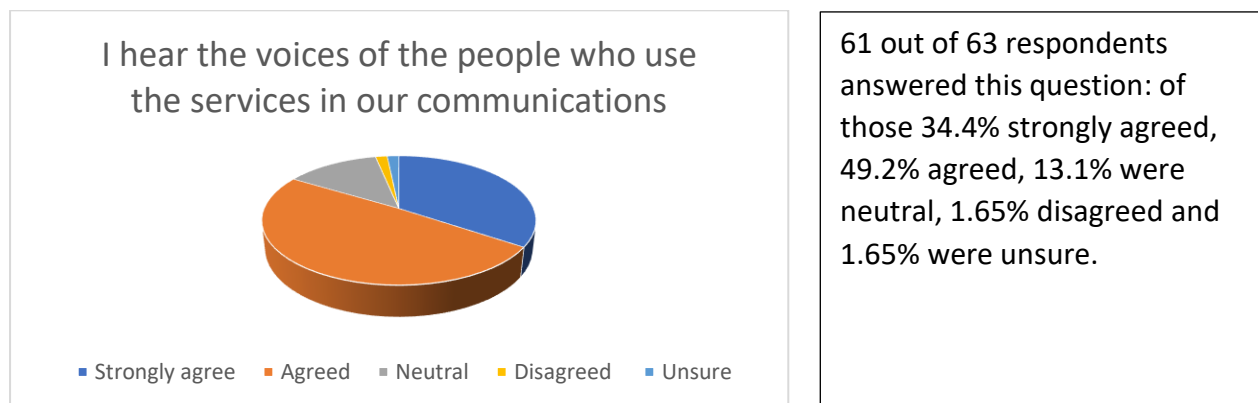
Awareness Of Our vision, mission & values



62 out of 63 respondents answered this question; of those 37.1% agreed they were strongly aware, 56.5% were aware, 3.2% were neutral and 3.2% disagreed they were aware. It is encouraging that over 93% were fully engaged with this. The 2 volunteers who disagreed they were aware were 1 counsellor and 1 social/creative.

Improvement/comments - Seven volunteers made suggestions of ways in which we could improve the way we demonstrate our values and these have been shared with staff.

I hear the voices of the people who use the services in our communications – this is part of our communications strategy.



6. SUPPORT/TRAINING

Support provided by relevant Lead over last 12 months – 61 out of 63 respondents answered this question - 47.5% had experienced team meetings at least every quarter or more, 3.3% team meetings less than quarterly, 49.2%, telephone/online check-ins and 8.2% other support.

11.5% had taken part in an initial 3-month review, 27.9% in an annual review and 11.5% had only had induction so far.

Only three volunteers (4.9%) claimed they had not had any of the above.

Training experience to date - 61.9% were very satisfied, 34.9% found it satisfactory and 3.2% were unsure. It is very positive that 96.8% found their training offered here satisfactory or better.

Training/support suggestions/comments - Nine volunteers made suggestions/comments about future training which have been shared with staff.

One thing you'd like to see change, or be introduced, to improve your volunteering environment/make you feel more valued as a volunteer - Eleven volunteers made suggestions which have been shared with staff. Some of them had already been introduced since the survey was instigated.

7. EXPENSES & FUNDRAISING

Awareness that volunteers can claim 'out of pocket' expenses and donate back if they wish to – 68.3% were fully aware, 12.7% were aware of the ability to claim only, 9.5% were aware they could donate back but not fully sure how to claim and 9.5% were unaware of



any of this. A general reminder about expenses, how to claim and how to donate back has since been circulated, and as part of the updated general volunteer handbook. It is covered in every new volunteer induction.

Awareness that The Mulberry Centre is a charity and relies on grants and donations as well as volunteer support – 74.6% strongly aware and 25.4% aware.

The Mulberry Centre makes a consistent and strong case for support and highlights how funding makes a difference – 58.73% agreed strongly, 38.1% agreed and 3.17% were neutral.

Thirteen volunteers made suggestions/comments for improving our fundraising which have been shared with staff.

7. WHAT VOLUNTEERS THINK WE DO WELL AT THE MULBERRY CENTRE

What we do particularly well, or anything which has particularly improved over the last year. Fifteen volunteers commented and these have been shared with staff. The main trends were improved communications, improved environment, the friendliness and the caring, helpful, supportive attitude of staff to both volunteer and to clients, the client experience and our ability to respond to changing needs/priorities, and the variety of group sessions.

Do you consider The Mulberry Centre to be a charity of excellence for cancer support? – 62 out of 63 respondents answered this question. 74.2% strongly agreed and 25.8% agreed. This is our vision so our volunteers' response is encouraging.

8. VOLUNTEER RETENTION & QUOTES

96.8% said they are likely, or more, to continue volunteering with us, with 73% very likely to continue. Only one person said they are unlikely to continue and one person was unsure.

Six volunteers commented on ways in which we might improve volunteer recruitment/retention and these have been shared with staff.

Quotes on how volunteering with us has had a positive impact on our volunteers.

“I feel more confident in my abilities to engage with local communities to address cancer issues and advertise it and Mulberry Support”.

“Just nice to help people”.

“I do a lot of volunteering - it's part of my life of sharing and giving something back”.



“The Mulberry Centre has been invaluable in expanding my practical knowledge in delivery of therapeutic (Counselling) services. I’m particularly impressed by the fact that clients are very well supported during their engagement with this person-centred charity”.

“It makes me very happy when clients express thanks, gratitude & feedback following a massage treatment with me”.

“Following the experience of losing my sister to Cancer, I have found it not only enjoyable but extremely healing to share EFT with the groups I facilitate”.

“Massive positive effect on my mental health”.

“I love volunteering for The Mulberry Centre and talking to people who have used the centre and talking to people who haven't heard of us”.

“I'm pretty much retired but volunteering at the Mulberry Centre keeps me feeling engaged in the wider world which I very much appreciate”.

“Being a Volunteer Fundraiser at The Mulberry Centre has enabled me to put my existing skills to good use. I’ve also developed new skills along the way and made new friends! Volunteering for this brilliant charity has had a really positive impact on my life”.

“A positive focus for my week and hoping to make a difference”.

“The Mulberry Centre has a great heart the volunteers make it beat”.

“I hope I provide as much as I receive from volunteering... it’s uplifting!

“Able to photocopy and laminate now”.

“Volunteering has helped me use my retirement time positively and to recover from some personal health issues”.

“I feel enormously privileged to be part of this team”.

“When I started volunteering at the Mulberry, it processes helped me move through the loss of my sister to cancer. Helped me realise that most people have been affected in some way, and I did in fact have something valuable to share”.

“Confidence when speaking to people”.



“It is a privilege to work with such a variety of clients. It is a source of stimulation and learning. I feel I am part of a welcoming community in a lovely environment”.

“I have offered the services of The Mulberry Centre to so many people and their families. Some have taken up the offer and others have passed on my details to others”.

“We will all experience cancer in one way or another, so the more support we can offer to make things even a little easier for those seeking support, is important”.

“An opportunity to coach table tennis in a more social setting with clients with perhaps some limited capacity to develop as athletes but still enthusiastic”.

“Great to be a part of such an amazing team delivering support to the local community”.

“In volunteering as a counsellor at the Mulberry Centre, I have met many wonderful and courageous clients who have expanded my horizon”.

“Chance to meet others I would not normally come into contact with both staff, other volunteers and clients in a beneficial way”.

“Gives me a sense of purpose”.

“I feel blessed that I am able to offer some support encouragement and comfort to the clients I treat with Shiatsu”.

“Giving your time to help others in need is the most rewarding thing you can do”.

“The Mulberry Centre is needed. It makes a difference to people's lives. By volunteering here, I have contributed to making that difference. It feels good to be able to say that”.

“Volunteering has increased my confidence in the area in which I qualified. It's been invaluable and I am loving helping those affected by cancer, get a moment of happiness”.

“Being able to help people more vulnerable than myself, and add a little richness to their lives, has been very positive”.



9. ANY OTHER COMMENTS

Generally, the additional comments thanked the staff and other volunteers for their hard work and for making The Mulberry Centre for the wonderful work carried out and support given to the community.

- A big thank you for your work
- The Mulberry is an excellent support centre for both clients and therapists

Report produced by Debbie Davey, Mulberry Macmillan Volunteer Lead 14.7.23