

ANNUAL VOLUNTEERS' SURVEY 2024 – ANALYSIS

1. BACKGROUND

The survey was offered to 120 active volunteers via email on 3.4.24 and responses were requested by the end of May 2024. The survey consisted of 47 questions and 35 responses were received (29.2% return rate).

2. VOLUNTEER PROFILE

Volunteer Role

We received feedback from 35 volunteers across 39 volunteering roles. Some volunteers have more than one volunteering role hence why the total is over 35. Of these 39 roles:

13 were Welcomers

6 were Complementary Therapists

4 were Counsellors/Coaching

4 were Wellbeing Class Facilitators

3 were Community Engagement/Outreach

2 were Admin

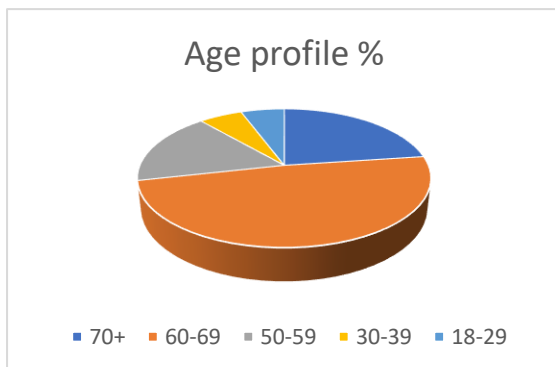
2 were Fundraising

2 were Social/Creative Facilitators

2 were Trustees

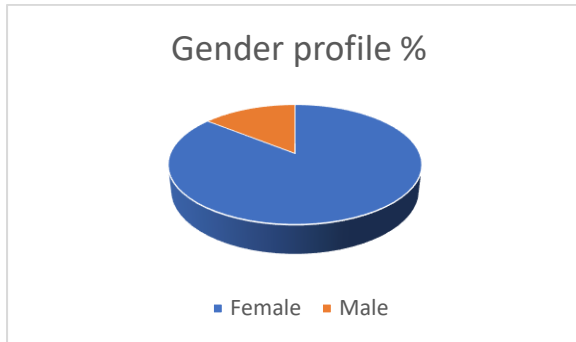
1 was a Workshop Facilitator

Age



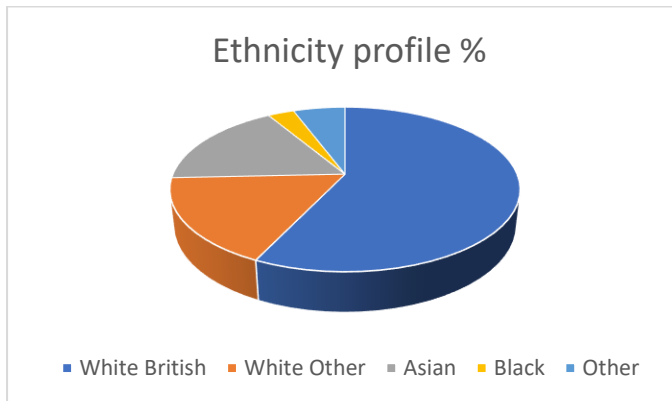
100% of respondents were age 18+. 5.7% were aged 18-29, 5.7% aged 30-39, 17.1% aged 50-59, 48.6% aged 60-69 and 22.9% aged 70+. 71.5% were age 60+. The weekday commitment required for Centre based roles and the cost-of-living situation are most likely to affect those of working age.

Gender



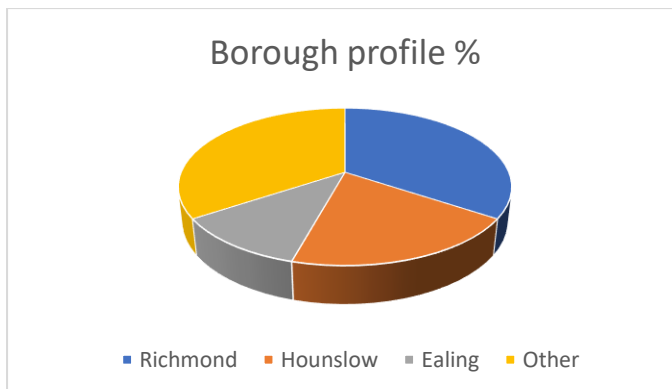
80% of respondents identified as female, 20% male and no respondents chose to self-describe.

Ethnicity



74.3% of respondents identified as White (White British 57.1%, White Other 17.2%), 17.1% as Asian, 2.9% as Black, and 5.7% described their ethnicity as Other. In total, 42.9% did not describe themselves as White British. No one described themselves as mixed race.

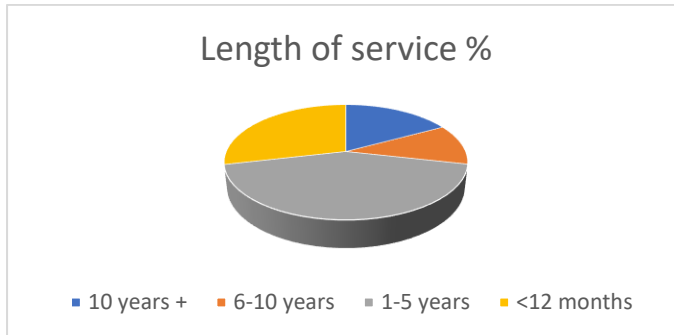
Borough/Postcode



34.3% live in Richmond, 20% in Hounslow, 11.4% in Ealing, with 34.3% living outside of these boroughs.

Most popular postcode was TW7 (11.4%) followed by TW2 and TW1 (8.6% each).

Length Of Service



28.6% of respondents had volunteered 12 months or less, 42.9% for 1-5 years, 11.4% for 6-10 years, and 17.1% for more than 10 years.

Affected by Cancer

83% of respondents had been personally affected by cancer in some way (either themselves or a close family member).

Recommending volunteering with us

100% would recommend our volunteering opportunities to others. 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



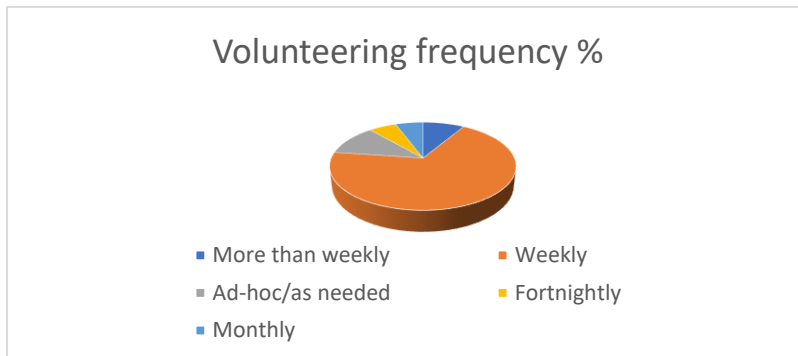
31.4% of respondents came to us via word of mouth or via family/friends, 14.3% via our publicity (website/leaflets/posters), 11.4% via the local CVSs, 8.6% via college/work, 8.6% via agency advert, 5.7% via volunteer fairs and 20% Other which included a mix of methods.

3. VOLUNTEER EXPERIENCE

Safety – 91.4% of respondents agreed that health & safety is given fully sufficient importance, with 8.6% saying this is the case most of the time.

Induction - Of the 14 respondents who had received induction over the last year, 100% found it satisfactory or better, with 78.6% saying it was very satisfactory. Comments made were: *“It was very helpful”* and *“It was good and concise”*. No one suggested any improvements.

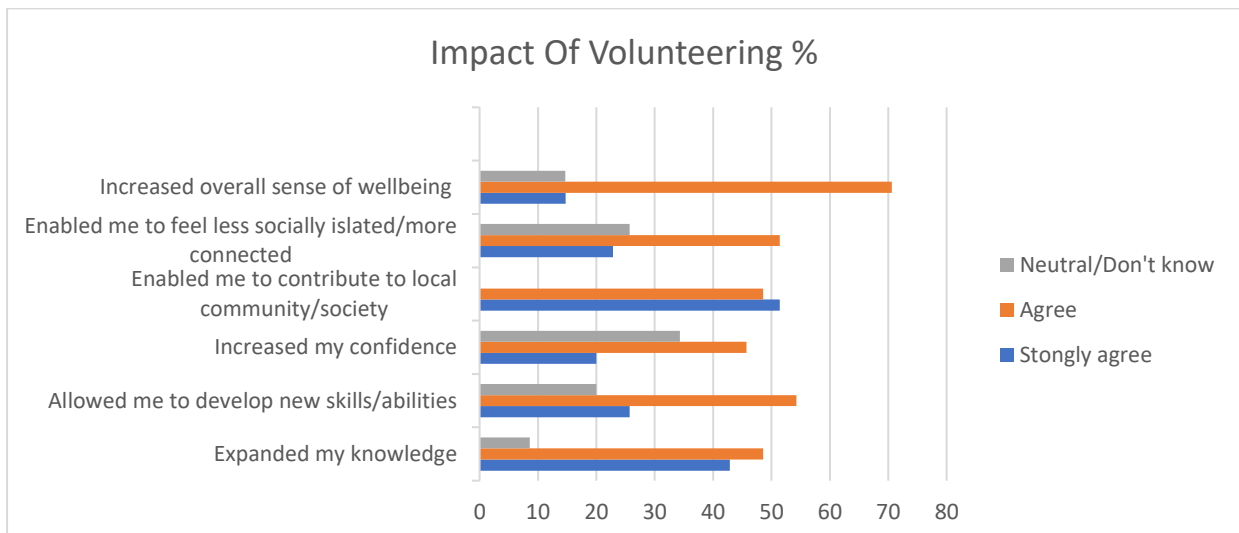
Regularity/Availability

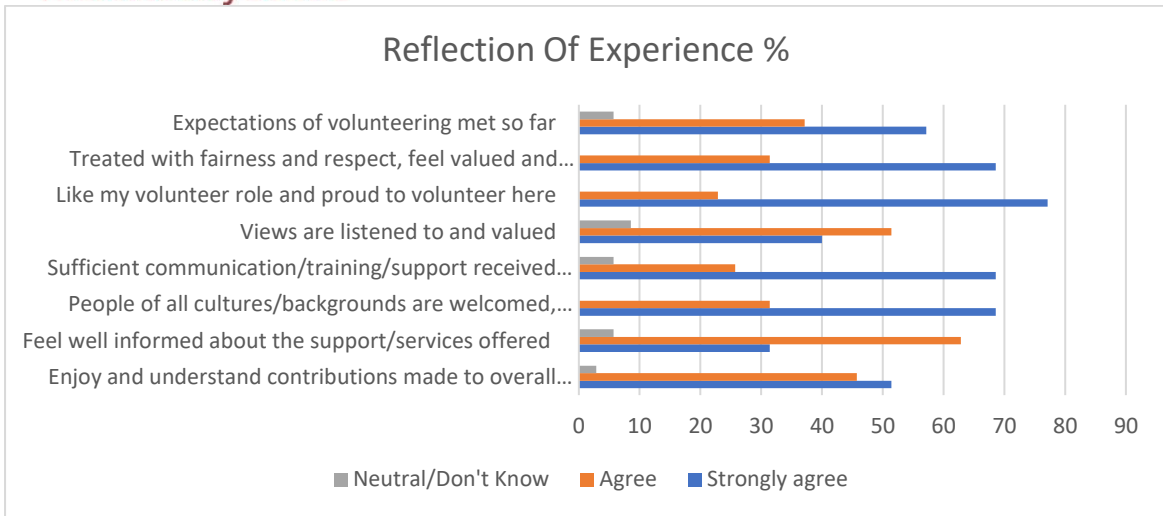


68.6% of respondents volunteer weekly, 8.6% more than weekly, 5.7% fortnightly, 5.7% monthly and 11.4% ad-hoc/as needed.

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 one disagreed or strongly disagreed.





100% agree or strongly agree that:

- they like their volunteering environment and are proud to volunteer for The Mulberry Centre,
- they are treated with fairness and respect,
- people of all cultures/backgrounds are welcomed, respected and valued.

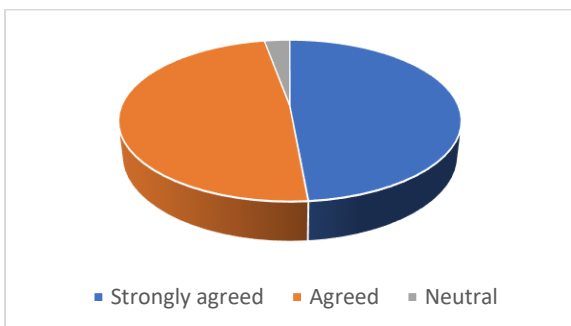
5. COMMUNICATIONS

Emails/information received – 60% always read these, 40% 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 one volunteer commented that they'd like more ways to see what volunteering opportunities they can do for us - shout outs for help or new opportunities are set out in regular email bulletins. Perhaps we could also make better use of the noticeboards in the breakout room.

A number of volunteers provided positive comments about the communication they receive – *“Always informative, helpful & encouraging”, “I am happy with the way you communicate with me”, “Just keep up the good work!”*.

Awareness of our vision, mission & values

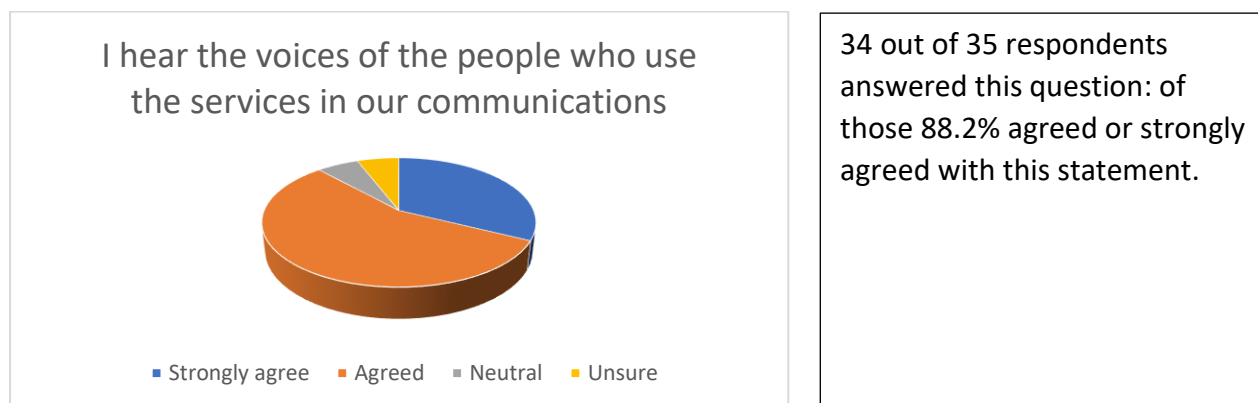


48.6% agreed they were strongly aware, 48.6% were aware, 2.8% were neutral.

It is encouraging that over 97% were fully engaged with this.

Improvement/comments – Two 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, using real people’s stories.



6. SUPPORT/TRAINING

Support provided by relevant Lead over last 12 months - 47.7% had experienced team meetings at least every quarter or more, 14.3% team meetings less than quarterly, 51.4%, telephone/online check-ins and 14.3% other support.

17.1% had taken part in an initial 3-month review, 37.4% in an annual review and 11.4% had only had induction so far.

No volunteer claimed to have had none of the above which demonstrates that all respondents had been supported.

Training experience to date – 57.1% were very satisfied, 42.9% found it satisfactory. It is very positive that 100% found the training offered here satisfactory or better.

Comments included:

“You provide plenty of support and training opportunities for the volunteers which is fantastic. I just wish I was able to do more of them”.

“I always enjoy training opportunities and would welcome more of these if possible”.

Training/support suggestions/comments - Five 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 - Seven 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 – 67.65% were fully aware, 17.65% were aware of the ability to claim only, 8.8% were aware they could donate back but not fully sure how to claim and 5.9% were unaware of any of this. How to claim and how to donate back 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 – 77.1% strongly aware, 20% aware and 2.9% were neutral.

The Mulberry Centre makes a consistent and strong case for support and highlights how funding makes a difference – 60% agreed strongly, 37.1% agreed and 2.9% were neutral.

Five volunteers gave suggestions/ideas for improving our fundraising which have been shared with staff.

8. 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. Volunteers quoted the following:

“Welcoming first time visitors and explaining what we can offer”.

“Parking facility registration and security of cars. Convenient welcome area desk nearer the entrance”.

“Providing facilities for people affected by cancer”.

“The sanitation and hygiene standards are very high. The staff are very welcoming and helpful”.

“Core group activities which people enjoy attending weekly”.

“Including all”.

“I really enjoy receiving up to date communications from The Mulberry Centre. Even though I am a remote volunteer, I feel very connected to the centre and involved in updates. I also feel very well supported in my voluntary work by Penny K”.



"Providing a safe and open environment for all".

"Look after people. Everyone involved".

"Communication via emails , volunteer meetings".

"I see that clients benefit hugely from the warmth and friendliness of the different staff and volunteers and fellow clients in a pleasant environment".

"You provide an oasis of calm for anybody affected by cancer. I think you have the feel of the place just right and everything within it".

"Everyone is made to feel welcome and included, both volunteers and the users".

"Best at emotional support. The Centre has a happier and more relaxed atmosphere than was present 4 or 5 years ago".

"Client assignment is impressively efficient and well managed".

"Supporting Volunteers".

"The range of services offered to users".

Do you consider The Mulberry Centre to be a charity of excellence for cancer support? –
33 out of 35 respondents answered this question. 78.8% strongly agreed and 21.2% agreed.
This is our charity's vision so our volunteers' response is encouraging.

9. VOLUNTEER RETENTION & QUOTES

100% said they are likely (17.65%) or very likely (82.35%) to continue volunteering with us over the next year.

Two 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.

"Painting, I believe, helps to alleviate stress and possible depression. It helps to make free time to experience the joy and excitement in creating artwork, colour and personal achievement. Also, in meeting and making mutual friends."

"I get great rewards when I see how my treatment helps my clients through difficult times in their lives".

"It has made me love what I do".

"I have a sense of purpose and having done something of value to others after each session".



"The Mulberry Centre is always a calm, welcoming place to come to where you feel you are sharing your life skills with other people and hopefully helping their well-being and your own at the same time".

"Happier and feeling of involvement"

"As a counsellor, it has enabled me to work with a much more diverse client base than I typically see in private practice. This has broadened my experience and expertise".

"I've found that my offering of TMC leaflets & posters has enabled strangers to openly discuss difficult personal circumstances".

"I very much value being a volunteer at the mulberry centre and contributing to the charities valuable work. Since starting, I have felt fully supported and very much part of the centre (even as a remote volunteer). My client work has allowed me to develop my practice and build my confidence whilst training and supervision opportunities have allowed me to develop my knowledge and competencies further".

"I've felt humbled, connected, empowered, and grateful for my time as a volunteer at The Mulberry Centre".

"Access to Kew Gardens and Courtyard Restaurant as a way for volunteers and Mulberry staff to meet"

"When I'm in The Mulberry Centre volunteering, I feel as though I've left all my own problems outside".

"The Mulberry centre has allowed me insight into the lives of people living with cancer and their challenges, this has made me a more empathetic person".

"So meaningful for me I can't even express. The only place where I finally felt valued for my profession that was acquired abroad. Thank you for believing in me".

"Volunteering with The Mulberry Centre has given me a platform to be of service to others and has also helped me to grow as a person".

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. One volunteer suggested the survey be shorter so we will try to shorten it next year.

Report produced by Debbie Davey, Mulberry Macmillan Volunteer Lead 28.6.24



for anyone
affected by cancer

TheMulberryCentre