

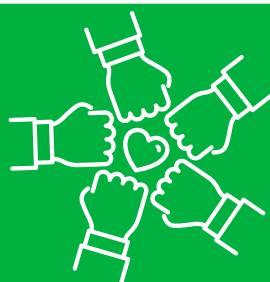
VOLUNTEERING MATTERS

Volunteer Snapshot Survey 2023



Contents

1. Background & Methodology	Page 3
2. The Volunteers (respondents)	Page 4
3. Becoming a volunteer with Volunteering Matters	Page 8
4. Impact and Value of volunteering at Volunteering Matters	Page 11
5. Experiences of volunteering at Volunteering Matters	Page 14
6. Summary	Page 18



1. Background & Methodology

We created the Volunteering Matters Volunteer Snapshot Survey to gather feedback from our volunteers on a range of topics, from becoming a volunteer, their thoughts on being a volunteer, the impact and value volunteering has and their experience of volunteering with Volunteering Matters.

The survey aimed to gather feedback across a range of projects so that we can continue to learn, improve, grown and better understand the volunteers' journey with Volunteering Matters.

- The survey was conducted in November 2023, run as an online survey which was sent to our volunteers through delivery teams.
- The survey was open for 4 weeks, and email reminders were sent out on a weekly basis to encourage participation.

We had 165 responses, and results of the survey are presented in this report.

Demographic Information

Part of the survey included an optional section for respondents to provide demographic information (e.g., age, disability, gender, sexual orientation, ethnic identity, religious identity, care experience background and refugee/asylum seeker background). This information is presented at the start of the report, and throughout the analysis questions were split by these demographic characteristics to see if there were any significant differences between individuals identifying as certain demographic characteristics. Age, disability, and gender were the only characteristics with significant differences for some questions (more than 10% difference in cross tabulation analysis), and these are presented throughout the report.

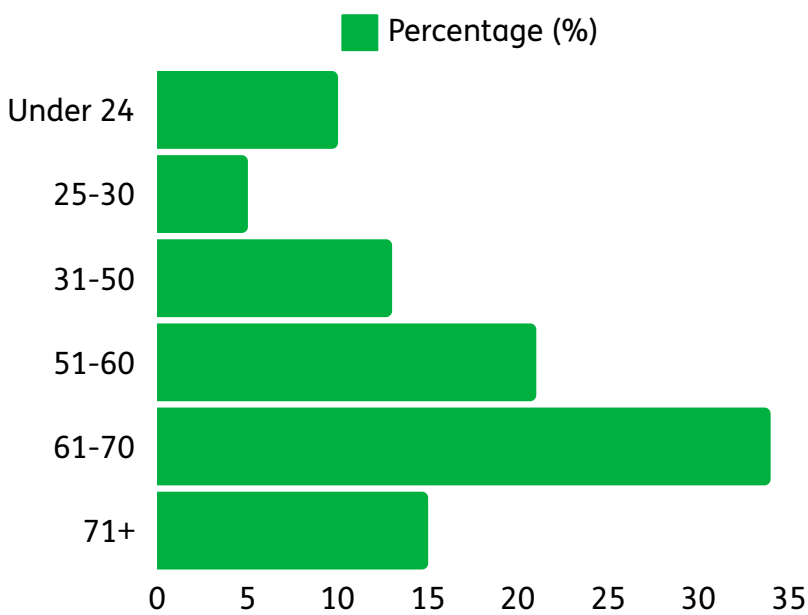
Where appropriate we have compared our findings with the Time Well Spent 2023 report produced by the NCVO, which explored how volunteering has transformed over recent years through national volunteer experience surveys in 2018 and 2022*.



2. The Volunteers (respondents)

This section shows demographic information from the respondents along with information on the length of time respondents had been volunteering with Volunteering Matters, where they were geographically based, the setting their volunteering took place, and the type of project individuals were involved in.

2.1 Age of volunteers



This shows that the majority of respondents were in the 61-70 year old age group (34%), followed by the 51-60 year old age group (21%), 71+ (15%), 31-50 (13%), under 24's (10%) and finally 25-30 (5%). Some of our initial age groups were combined as percentages were too low to present.

2.2 Respondent identities



68% identified as a woman
31% as a man
1% as non-binary
1% preferred not to answer

Disability or long-term medical condition



79% identified as having
18% identified as not having
4% preferred not to answer

Sexual orientation identity



85% as heterosexual
4% as bisexual
3% as gay/lesbian
1% as pansexual
7% preferred not to answer

Ethnic identity

73% White/British/Scottish/Welsh/English/Irish
12% Another white ethnicity
7% Black/Black British/African/Caribbean
2% Asian/Asian British/Pakistani/Indian/Bangladeshi
2% Mixed ethnicity/heritage
2% Identified as another ethnicity
1% preferred not to answer

Religious identity

- 39% identified as Christian
- 37% identified as having no religious identity
- 10% identified as being agnostic
- 8% preferred not to answer
- 2% identified as Muslim
- 2% identified as Buddhist
- 1% identified as Animist
- 1% identified as Jewish
- 1% identified as Spiritual



From a care experienced background

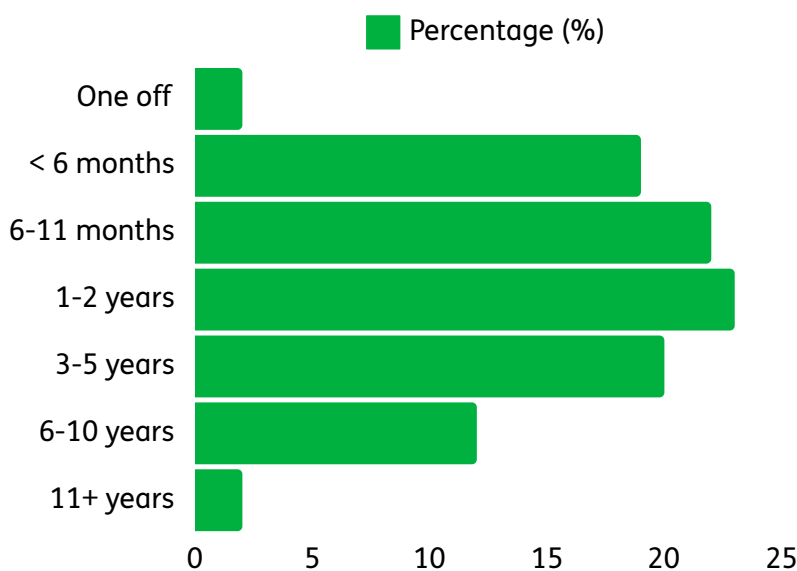
- 93% yes
- 5% no
- 2% preferred not to answer



Been part of the UK asylum/refugee system

- 96% had not
- 3% had
- 1% preferred not to answer

2.3 Length of volunteering



Shows that most of our respondents have volunteered with Volunteering Matters between 6 months to 2 years (22% 6 months – 11 months and 23% 1 – 2 years). Closely followed by 20% having volunteered for 3-5 years and 19% having volunteered less than 6 months. 12% of respondents have volunteered for longer (6 – 10 years) and less than 5% of respondents surveyed had volunteered for either 11+ years or for a one-off event.

2.4 Geographical region



Shows that the highest number of respondents volunteered in the East London & South region (22%), followed by Central London & West and then Wales & Southwest (18% in each region), East of England (17%) and Edinburgh & Forth Valley (14%). The remaining regions had less than 10% respondents from each completing the survey. It is worth noting that volunteers are not split evenly across regions, some regions have more projects, or projects with more volunteers than others.

2.5 Volunteering Setting

The following results show the settings that respondents volunteering took place in, note that respondents were able to select multiple answers.

- Online/over the phone (53 respondents)
- In someone else's home (51 respondents)
- In a community space (34 respondents)
- In public places (33 respondents)
- In Volunteering Matters premises (17 respondents)
- In a school (8 respondents)
- Community driving (6 respondents)
- Unknown (3 respondents)
- In a place of worship (2 respondents)
- In my home (2 respondents)
- In a sport/exercise venue (1 respondent)

The Time Well Spent 2023 found that remote volunteering was the third most common 'place' for people to volunteer and that this has increased since the shift away from face-to-face activities during the pandemic*. Our results of online or over the phone being the most popular volunteer setting for our respondents seems to be in line with this trend. Interestingly in the Time Well Spent 2023 findings, in a community space was the most common place volunteering activities took place, whereas in our findings in a community space was the third most common place*. Perhaps this is reflective of the type of volunteering activities our respondents are involved in.



2.6 Type of Volunteering Project

Respondents were asked what type of volunteering project they were involved in and when grouped into categories the top results were

1. Mentoring care experienced young people (63 respondents)
2. Supporting older people (44 respondents)
3. Supporting families (37 respondents)

Other categories of projects with 10 or less counts included community transport, youth social action, supporting individuals, employability support, asylum seeker support and other projects.

Types of volunteering projects by age categories

When the percentage of distinct counts in each age group for type of volunteering projects respondents volunteered on was looked at, the following results were found. Note that as individuals were able to select multiple volunteering projects, the following percentages reflect this and therefore represent how many responses to each volunteering project were given for each age group.

- Under 24's. 47% reported that they volunteered on projects supporting families, 29% volunteered on youth social action projects, 29% volunteered on mentoring care experience young people projects, 12% volunteered on supporting older people projects, 12% volunteered on community transport projects, 6% volunteered on supporting individuals, and 6% volunteered on other projects.

- 25-30 year olds. 38% reported that they volunteered on supporting older people projects, 38% volunteered on supporting families projects, 13% volunteered on supporting individuals projects, 13% volunteered on mentoring care experienced young people projects, and 13% volunteered on youth social action projects.
- 31-50 year olds. 64% reported that they volunteered on supporting families projects, 14% volunteered on mentoring care experienced young people projects, 9% volunteered on supporting older people projects, 9% volunteered on employability support projects, 5% volunteered on supporting individuals projects, 5% volunteered on asylum seeker support projects, 5% volunteered on youth social action projects, 6% volunteered on community transport projects, 3% volunteered on asylum seeker support projects, and 5% volunteered on other projects.
- 51-60 year olds. 46% reported that they volunteered on mentoring care experienced young people projects, 26% volunteered on supporting older people projects, 20% volunteered on supporting families projects, and 6% volunteered on other projects.
- 61-70 year olds. 48% reported that they volunteered on mentoring care experienced young people projects, 36% volunteered on supporting older people projects, 7% volunteered on supporting families projects, 5% volunteered on supporting individuals projects, 5% volunteered on community transport projects, 4% volunteered on employability support projects, 4% volunteered on asylum seeker support projects, 2% volunteered on youth social action projects, and 4% volunteered on other projects.
- 71+ year olds. 40% reported that they volunteered on mentoring care experienced young people projects, 32% volunteered on supporting older people, 8% volunteered on community transport projects, 4% volunteered on employability support projects, 4% volunteered on supporting families projects, 4% volunteered on supporting individuals projects, 4% volunteered on youth social action projects, and 12% volunteered on other projects.

2.7 The Volunteers (respondents) summary

- Firstly, between 6 months to 2 years was the most popular time frame respondents had volunteered with Volunteering Matters. This is perhaps reflective of the type of projects respondents were involved in and suggests that when individuals sign up as volunteers, they remain with Volunteering Matters for a while.
- Secondly, most respondents volunteered in the East London & South, Central London & West, and Wales & Southwest regions. This could be reflective of the areas Volunteering Matters has more projects currently running or reflect the regions in which individuals are happy to engage with feedback.
- Finally, most respondents volunteered online/over the phone or in someone else's home. This could be reflective of the shift in how projects were run during the pandemic and that individuals have continued to volunteer in this way possibly due to the greater flexibility this allows, and this could link to why our volunteers remain with us for a while.

3. Becoming a volunteer with Volunteering Matters

This section shows the findings for respondents' motivation for volunteering, becoming a volunteer (with effects of age on findings) and being a volunteer with Volunteering Matters.

3.1 Motivation for volunteering with Volunteering Matters

Respondents were asked what their motivation for volunteering with Volunteering Matters was, the top 3 motivations for volunteering were.



1 To improve things/help people (131 respondents)



2 Use their existing skills (84 respondents)



3 Having spare time to do it (73 respondents)

Other motivations included:

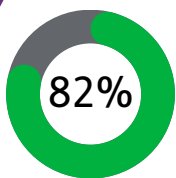
- To meet new people/make friends
- To help me in my career
- It was suggested by someone else
- A need in my community
- To learn new skills
- Cause was important to me

3.2 Becoming a volunteer with Volunteering Matters

Respondents were asked where they heard about Volunteering Matters, the top 5 responses were

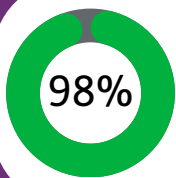
1. From a friend, acquaintance, or family member (18%)
2. From a third-party social media/website (16%)
3. From Volunteering Matters social media/website (13%)
4. From a leaflet/flyer/newspaper or poster (12%)
5. From the local Volunteer bureau/Community Volunteer Council (11%)

Other responses with less than 10% respondents included through a member of staff at Volunteering Matters, from school/college/university, from an employment agency, from attending an event, through a social worker, open days and through word of mouth.



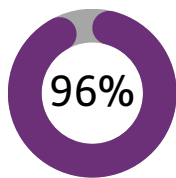
Said the length of time waiting to become involved was how they expected it to be, 12% expected the process to be quicker and 6% expected the process to be slower.

The Time Well Spent 2023 report found that 20% said they 'expected the process of getting involved to be quicker' which is slightly higher than our findings*, suggesting that Volunteering Matters has a good onboarding length of time.

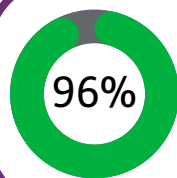


Agreed that the application process was straightforward and easy to follow (1% disagreed, and 1% preferred not to answer).

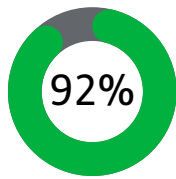
This finding is slightly higher than the Time Well Spent 2023 result which found that 86% of volunteers agreed the process of getting involved was 'easy and straightforward'*.



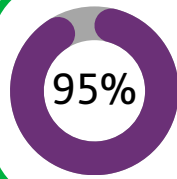
Agreed they could provide two references to support their application (3% disagreed, 1% preferred not to answer)



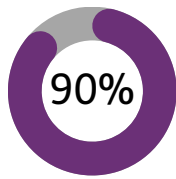
Agreed they were clear on the next steps with an understanding of the timeframes (3% disagreed, 1% preferred not to answer)



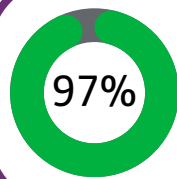
Agreed they were kept informed on the progress of their application (7% disagreed, 1% preferred not to answer)



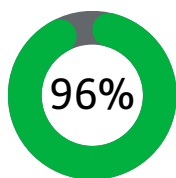
Agreed the training they received prepared them for their volunteering role (4% disagreed, 1% preferred not to answer)



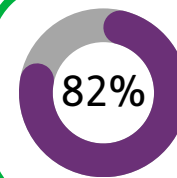
Agreed they had read and understood the risk management document (6% disagreed, 4% preferred not to answer)



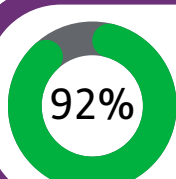
Agreed they were aware of what is expected of them as a volunteer (3% disagreed)



Agreed that if they had a safeguarding issue, they knew what to do (3% disagreed, 1% preferred not to answer)

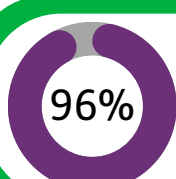


Agreed that whilst in their role they received ongoing training when appropriate (12% disagreed, 6% preferred not to answer)



Agreed they received the right amount of communication regarding their volunteering role (6% disagreed, 2% preferred not to answer)

This finding is higher than the Time Well Spent 2023 results that found 77% agree they receive the 'right amount' of communication from their organisation*

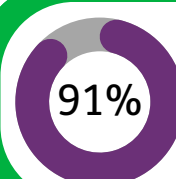


Agreed that they felt confident on who to contact if a concern arose (4% disagreed)

This is in line with the Time Well Spent finding that found 83% knew how to raise an issue if needed*

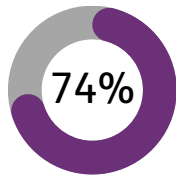
Overall, these findings from the volunteers that completed this survey suggest that respondents were generally satisfied with the application process as a whole and the support provided through the process is more than adequate which is positive for the recruitment process. Additionally, the satisfaction with the communication, expectations, training received and knowing who to contact should the need arise suggests an overall positive image of becoming a volunteer.

3.3 Being a volunteer with Volunteering Matters

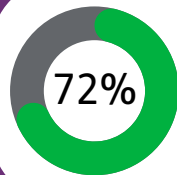


Agreed that overall, they were satisfied with their volunteering role (7% disagreed and 2% preferred not to answer)

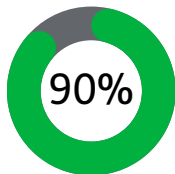
This is in line with the Time Well Spent 2023 finding that found 92% of formal volunteers said they were very or fairly satisfied with their volunteering experience*



Agreed that they felt part of Volunteering Matters as a wider organisation (25% disagreed, and 1% preferred not to answer)



Agreed that they knew enough about the work of Volunteering Matters to talk to others about the organisation (26% disagreed, 2% preferred not to answer)



Agreed that they would recommend volunteering with Volunteering Matters (7% disagreed and 3% preferred not to answer)

Effects of age on being a volunteer with Volunteering Matters

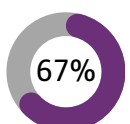
- Younger volunteers (under 24's), 25-30 year olds, 31-50 year olds and older volunteers (71+ year olds) were more likely to report overall satisfaction with their volunteering role, 100% agreed in each of the four age groups compared with 86% of 51-60 year olds and 84% 61-70 year olds. The Time Well Spent 2023 findings showed that young volunteers (18-24 year olds) were less satisfied than their older counterparts*, suggesting that within Volunteering Matters the younger volunteers are generally more satisfied than other organisations (although we only had 17 under 24's complete the survey which is only a small representation of the young people involved in Volunteering Matters).
- Younger volunteers were more likely to agree they felt part of Volunteering Matters as a wider organisation, 88% of under 24's and 25-30 year olds, compared with 71% of 51-60 year olds and 68% of both 61-70 year olds and 71+ year olds. 86% of 25-30 year olds also agreed.
- Younger volunteers, under 24's, 25-30 year olds and 31-30 year olds were more likely to recommend volunteering with Volunteering Matters, 100% of individuals in each age category compared to 83% of 51-60 year olds and 86% of 61-70 year olds. 96% of 71+ year olds would also recommend volunteering with Volunteering Matters.

Respondents were asked if they would like to get more involved in the wider activities of Volunteering Matters if the opportunity arose, 27% of respondents said yes, they would, 32% said no and 42% said maybe if they knew more about the opportunities. The 113 respondents that said they would or maybe would like to get more involved were asked how and the top 4 responses were.

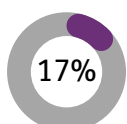
- 1 Volunteering for another project
- 2 Encouraging family and friends in their networks to volunteer with Volunteering Matters
- 3 Becoming a member of the staff team
- 4 Supporting with fundraising activities

Note respondents were able to give more than one reason for this question. Other responses included making a one-off donation, donating regularly, extending the range of current project, continuing if project was better managed and supporting other volunteers.

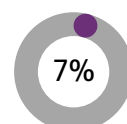
Respondents were also asked what the best way to stay informed about Volunteering Matters' work



Said emails was the best way



Said e-bulletins/e-newsletters



Said social media

3.4 Becoming a volunteer with Volunteering Matters summary

- Firstly, wanting to improve things/help people was the top motivation for volunteering with Volunteering Matters, and this motivation was also top in the Time Well Spent 2023 results*, suggesting that our volunteers share the same motivation as other charity organisations.
- Secondly, when considering the top 5 motivations for individuals volunteering the results suggest a mixture of personal and practical motivations are key for volunteering engagement, shared by the Time Well Spent 2023 results*.
- Thirdly, most respondents found the length of time waiting to become involved as a volunteer was how they expected it to be.
- Overall, the findings suggest the respondents from this survey were satisfied with the application process, including the communication with Volunteering Matters, expectations as a volunteer and training offered to support individuals.
- Finally, individuals are overall satisfied with their volunteering role, and they would recommend volunteering with Volunteering Matters.

4. Impact and Value of volunteering at Volunteering Matters

This section shows the survey findings on respondent's skills developed through volunteering, the personal impact and value of volunteering (with effects of age, disability, and gender) and respondents' additional involvement with Volunteering Matters.

4.1 Skill Development

When asked whether volunteering with Volunteering Matters has developed or increased their skills 73% said yes it had and 27% said no it had not. From those that answered yes, the top 5 skills were.

- 1** Active listening (90 respondents)
- 2** Communication (85 respondents)
- 3** Relationship-building (75 respondents)
- 4** Patience (68 respondents)
- 5** Empathy (66 respondents)

Note individuals were able to select multiple skills on this question.

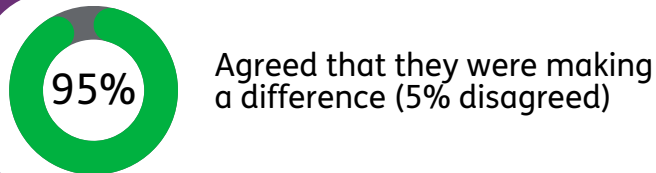
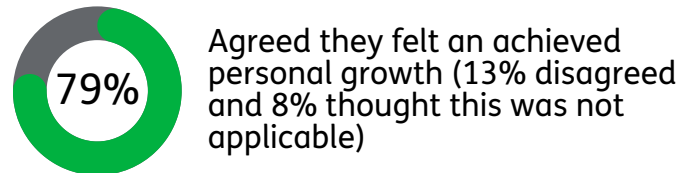
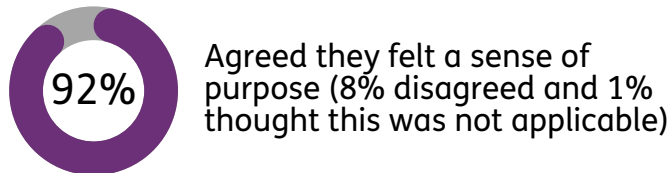
Other skills developed or increased included problem solving (48 respondents), self-management (40 respondents), creativity (38 respondents), conflict management (27 respondents), organisation (26 respondents) and leadership skills (21 respondents).

Further skills with less than 10 responses each included confidence, IT skills, working with young people, more awareness and knowledge of legal system and social services.

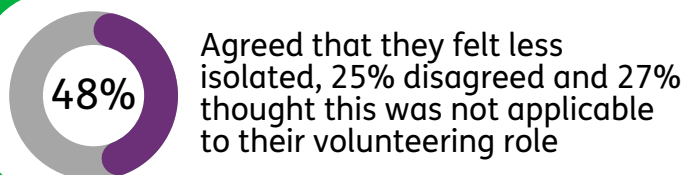
Effects of age on skill development

Younger volunteers were more likely to report that volunteering with Volunteering Matters had developed or increased their skills. 100% of under 24's said they had developed or increased their skills and 88% of 25-30 year olds, compared to 59% of 61-70 year olds and 60% of 51-60 year olds. 95% of 31-50 year olds and 80% of 71+ also agreed.

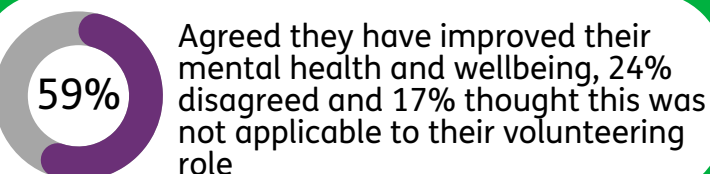
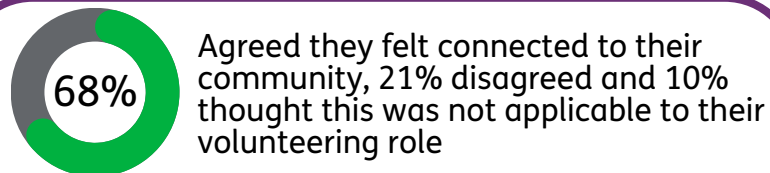
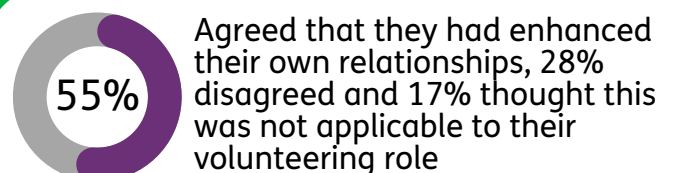
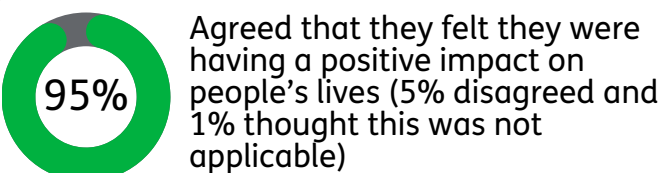
4.2 Personal impact and value of volunteering



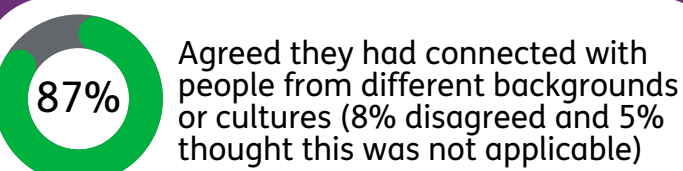
This finding is in line with the Time Well Spent 2023 result that 89% of volunteers agreed volunteering makes them feel they are making a difference*



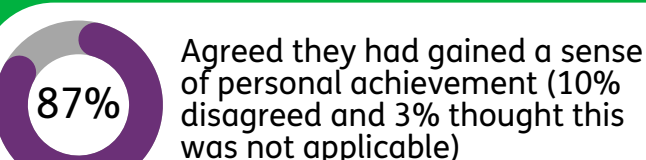
The Time Well Spent 2023 finding showed that 68% of individuals agreed that volunteering made them feel less isolated*



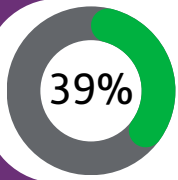
This is lower than the Time Well Spent 2023 results which showed that 75% of individuals agreed that volunteering improved their mental health and wellbeing*



This is higher than the Time Well Spent 2023 that found 74% agreed that volunteering brings them into contact with people from different backgrounds of cultures*



This finding is similar to the Time Well Spent 2023 finding that 88% of individuals agreed volunteering gives them a sense of personal achievement*



Agreed they had improved their employment prospects, 28% disagreed and 32% thought this was not applicable to their volunteering role

This finding is in line with the Time Well Spent 2023 finding that also found 39% of volunteers agreed volunteering improves their employment prospects*

Effects of age, disability, and gender on personal impact and value of volunteering.

- Younger volunteers (under 24's) and 31-50 year olds were more likely to agree they had achieved personal growth through volunteering (94% and 95% respectively), compared with 68% of 61-70 year olds and 77% of 51-60 year olds. 80% of 71+ year olds and 88% of 25-30 year olds also agreed.
- Younger volunteers (under 24's) and 25-30 year olds were more likely to agree that through volunteering they felt less isolated (76% and 75% respectively), compared with 68% of 31-50 year olds, 54% of 51-60 year olds, 30% of 61-70 year olds and 36% of 71+ year olds.
- Younger volunteers (under 24's) were more likely to agree that they had enhanced their own relationships through volunteering (82% agreed), compared with 50% of 25-30 year olds, 68% of 31-50 year olds, 57% of 51-60 year olds, 43% of 61-70 year olds and 52% of 71+ year olds.
- The age categories that were more likely to agree through volunteering they felt connected to their community was 31-50 year olds and 25-30 year olds (91% and 88% respectively), compared to 76% of under 24's, 69% of 51-60 year olds, 57% of 61-70 year olds and 60% of 71+ year olds.
- Younger volunteers (under 24's) and 25-30 year olds were more likely to agree that through volunteering they had improved their mental health and wellbeing (94% and 88% respectively), compared with 45% of 61-70 year olds, 52% of 71+ year olds, 63% of 51-60 year olds and 68% of 31-50 year olds.
- Younger volunteers (under 24's) and 25-30 year olds were more likely to agree that through volunteering they had improved their career prospects (94% and 88% respectively), compared to 4% of 71+ year olds, 18% of 61-70 year olds, 43% of 51-60 year olds and 73% of 31-50 year olds. This finding is in line with the Time Well Spent 2023 results that found progressing in their career was one of the most common motivations for 18-24 year olds*.
- Respondents who identified as having a disability or long-term medical condition were more likely to agree that they felt less isolated through volunteering, 62% agreed compared to 46% of those who did not have a disability or long-term medical condition.
- Those who identified as a women were also more likely to agree that they felt less isolated through volunteering, 54% agreed compared to 35% of those who identified as a male.
- Those who identified as a women were more likely to agree that through volunteering, they have enhanced their own relationships (60%), compared to 47% of those who identified as a male.
- Those who identified as a women were more likely to agree that they have improved their mental health and wellbeing through volunteering (65%), compared to 49% of those who identified as a male.
- Those who identified as a women were more likely to agree that through volunteering, they have improved their employment prospects (46%), compared to 27% of those who identified as a male.
- Those who identified as a women were more likely to agree that it is important to feel recognised for the volunteering role they do (82%), compared to 69% of those who identified as a male.

When asked what respondents enjoyed the most about being a volunteer with Volunteering Matters the top 4 responses were.

- 1 Supporting/interacting and communicating with different individuals (51 responses)
- 2 Helping individuals (36 responses)
- 3 Making a difference to someone/having a positive influence (25 responses)
- 4 Gaining new skills and experience (10 responses)

Note individuals were able to give multiple responses to this question. Other responses included connecting/giving back to the community, having a sense of purpose, feeling part of a team, having a good manager, the flexibility, sharing knowledge/experience, sense of achievement, building relationships, working towards individual goals, feeling appreciated, the challenge and gaining perspectives.

4.3 Additional involvement within Volunteering Matters

Respondents were asked whether they have had the opportunity to feedback and shape the project(s) they were working on, 42% said yes, a little, 28% said yes, a lot, 16% said no and 14% said this was not applicable to their volunteering role.

- From those respondents that said they did not have the opportunity, 73% said they would like the opportunity to feedback and shape the projects.

Respondents were also asked whether during their time as volunteer they have been introduced to or been involved in any local community events, or additional volunteering opportunities, 25% said yes, they had and 75% said no they had not.

- The activities and events that those had been involved in included local community events, hobby activities, meeting other volunteers, events hosted by Volunteering Matters, meetings with volunteer staff, career fairs, supporting individuals accessing resources, and projects outside of Volunteering Matters.

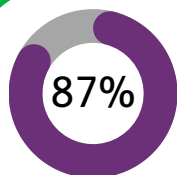
4.4 Impact and value of volunteering at Volunteering Matters summary

- Firstly, the top 3 skills developed or improved through volunteering at Volunteering Matters were active listening, communication, and relationship-building, and younger volunteers were more likely to report developed or increased skills.
- Secondly, a high percentage of respondents reported they felt a sense of purpose through volunteering, felt they were making a difference and having a positive impact on people's lives.
- Thirdly, through volunteering respondents reported feeling connected with people from different backgrounds or cultures as well as a sense of personal achievement.
- Additionally, the age and gender of volunteers effected individual impact and value of volunteering at Volunteering Matters. Younger volunteers and women were more likely to agree they felt less isolated, had enhanced their own relationships, improved their career prospects, and improved their mental health and wellbeing compared to their older counterparts.
- Finally, what respondents enjoyed the most about volunteering with Volunteering Matters was supporting/interacting and communicating with different individuals.

5. Experiences of volunteering with Volunteering Matters

This section explores the different experiences individuals had volunteering, the volunteer voice and the future of individuals volunteering at Volunteering Matters.

5.1 Out of pocket expenses



Were aware they could claim out-of-pocket expenses whilst carrying out their volunteering role, 8% were not aware and 5% said they were not sure

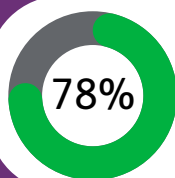
From those that said yes

- 80% knew how to claim out-of-pocket expenses for eligible costs incurred through their volunteering
- 12% were not sure
- 8% did not know how to claim the expenses despite knowing they could claim

This suggests that whilst Volunteering Matters does a good job at informing volunteers they can claim, the process perhaps needs more explanation.

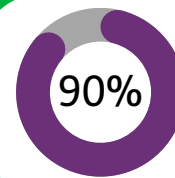
This is higher than the Time Well Spent 2023 finding of 55% who said their group, club, or organisation would reimburse volunteer expenses if they wanted them to*

5.2 Personal experiences of volunteering at Volunteering Matters

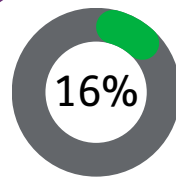


Agreed that it is important to feel recognised for the volunteering they do (20% disagreed, and 2% thought that this was not applicable)

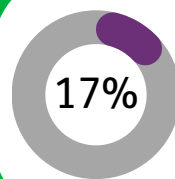
This is significantly higher than the Time Well Spent 2023 findings that only 40% of volunteers feel it is important to receive recognition for the help they give*



Agreed that they felt recognised for their volunteering efforts at Volunteering Matters (8% disagreed, and 2% thought that this was not applicable)

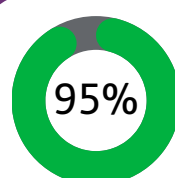


Agreed that volunteering can take too much time, 82% disagreed and 2% thought this was not applicable to their volunteering role

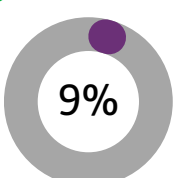


Agreed that Volunteering Matters had unreasonable expectations in terms of what volunteers should do, 79% disagreed and 4% thought this was not applicable to their volunteering role

The Time Well Spent 2023 results found that 24% of volunteers think their group, club, or organisation has unreasonable expectations in terms of what they do (which has increased from 17% in 2019) *



Agreed they were confident talking to Volunteering Matters staff to adjust their volunteering commitments to adapt to life changes (2% disagreed, and 3% thought it was not applicable)



Agreed they often felt pressured to do more than they would like to do, 86% disagreed, and 5% thought it was not applicable to their volunteering role

The Time Well Spent 2023 results showed that when individuals were asked to score statements on different aspects of volunteering that were important to them not 'being pressured to give more time' was the second most important aspect of volunteering (after wanting to make a difference). Feeling recognised for their volunteering efforts was also an important aspect of volunteering*, these findings are in line with our findings that a high proportion of individuals agreed feeling recognised is important and disagree that they feel pressured to do more than they would like at Volunteering Matters.

5.3 Your voice at Volunteering Matters

Respondents were asked what the best way to recognise the contribution of individuals volunteers was, the top 5 responses were.

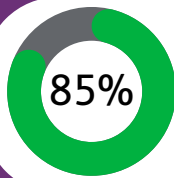
- 1 A regular 'thank you' (101 responses)
- 2 Get togethers/social events (87 responses)
- 3 Sharing success stories through newsletters (62 responses)
- 4 Achievement certificates (33 responses)
- 5 Blogs/features/articles online (22 responses)

Note individuals were able to select multiple options for this question. Other suggestions included an occasional 'thank you', communication between volunteers, honest constructive feedback, gift cards and personalised feedback.

Respondents were also asked what the best way to hear their views more regularly was and the top 3 responses were.

- 1** By asking volunteers directly, as part of your regular contact with Volunteering Matters staff (49 respondents)
- 2** Via online surveys (30 respondents)
- 3** In person meetings and volunteer socials (14 respondents)

5.4 Future volunteering with Volunteering Matters



85% of volunteers were likely to continue volunteering with Volunteering Matters within the next 12 months, compared to 15% who said they were unlikely to continue

This finding is in line with the Time Well Spent 2023 results that found 77% of volunteers said they were likely to continue volunteering within the next 12 months*

From the respondents that said they were likely to continue volunteering the reasons they stated for continuing were.

- 1** They enjoy it and feels worthwhile/satisfying (52 responses)
- 2** They feel they are making a difference/having an impact (14 responses)
- 3** They want to keep trying to achieve/help more people (12 responses)
- 4** They have made a commitment (10 responses)
- 5** It fits with their family life/they have time (9 responses)

Other reasons included individuals wanting to continue because it feels right, they feel there is a need, they enjoy interacting with the people they work with, it is rewarding, it is a good organisation to volunteer with, they want to continue improving their skills, it allows them to give back to the community, it has made a difference to their life and wellbeing, it is an unbreakable habit, they've had success, they would miss it and their volunteering role requires them to.

The Time Well Spent 2023 findings showed that the top reasons volunteers give for being likely to continue volunteering within the next 12 months includes the group/club/organisation itself (46%), the difference they are making (46%) and the cause they stand for/help (41%) *. Our findings are in line with the Time Well Spent 2023 results, suggesting that the core motivations for volunteering are similar across different volunteering roles and organisations.

From the respondents that said they were unlikely to continue volunteering the reasons they stated for not continuing were.

- 1** Work/school commitments (6 responses)
- 2** Concerns with the organisation (3 responses)
- 3** Other commitments/priorities (3 responses)
- 4** Lack of contact from the organisation (2 responses)
- 5** Coming to the end of their current commitment (2 responses)

Other reasons included lack of engagement within their role, looking for more 'therapeutic' opportunities, it not being an enjoyable experience, lack of time, not being asked to continue, pursuing other opportunities, the charity not being what they expected it to be and the lack of opportunities in their area.

The Time Well Spent 2023 found the most common reason for not being likely to continue volunteering in the next 12 months was having less time because their circumstances are changing*, which is in line with our respondents reporting work/study commitments being the top reason.

Respondents were also asked whether they could think of any barriers that would cause them to not volunteer at Volunteering Matters, either now or in the future. Note individuals were able to give multiple answers to this question. The top 5 responses were:

- 1 Health issues (26 responses)
- 2 Work/studying commitments (18 responses)
- 3 Lack of time (13 responses)
- 4 Personal circumstances changing (12 responses)
- 5 Ineffectiveness of the project (8 responses)

Other responses included lack of individuals to support the project, external commitments, conflict with individuals they were supporting, loss of funding, not being able to claim expenses, culture change, pressure to do more, over-long questionnaires and not knowing how to make a difference.

The top barriers to volunteering reported in the Time Well Spent 2023 findings were not wanting to make an ongoing commitment (33%), wanting to do other things with their spare time (32%) and having work or study commitments (23%)*

5.5 Experience of volunteering with Volunteering Matters summary

- Firstly, a high percentage of respondents felt it was important to feel recognised for the volunteering they do, and that individuals felt recognised for their volunteering role at Volunteering Matters.
- Secondly, respondents volunteering disagreed that Volunteering Matters had unreasonable expectations and agreed they do not feel pressured to do more than they would like.
- Thirdly, the top 3 ways to recognise the contribution of volunteers was a regular 'thank you', get togethers/social events and sharing success stories.
- Finally, a high percentage of respondents were likely to continue volunteering for Volunteering Matters in the next 12 months because they enjoy it, and it feels worthwhile/satisfying. From the respondents that were unlikely to continue volunteering for Volunteering Matters in the next 12 months work/school commitments were the top reasons. Health issues along with work/study commitments were also given as the top barriers that would cause individuals to not volunteer at Volunteering Matters, either now or in the future.

*Source: NCVO Key Findings from Time Well Spent 2023. Published 01 May 2023

6. Summary

The results of our Volunteering Matters Volunteer Snapshot Survey 2023 shows that there is much to celebrate from the feedback of our volunteers. However, it also highlights some areas from which we can continue to learn from and improve the volunteer experience. Additionally, it is worth reinforcing that this survey only reached a sample of our volunteers and therefore whilst the results give some insights into our volunteers' thoughts on becoming a volunteer, being a volunteer, the impact and value volunteering has and their experience, generalising the results organisational wide is not possible.

VOLUNTEERING MATTERS

