

# Volunteer Survey Report – February 2018

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## Overview

Circles South West [CSW] conducts regular Volunteer Surveys using the online tool 'Survey Monkey'. Our volunteer pool is asked to complete this anonymously to assist us in monitoring their experience of being a Circles Volunteer. This report summarises the key findings from the most recent survey conducted in December 2017 and contributes to our evaluation of the impact of volunteering.

The survey link was sent to 164 volunteers of whom 90 (55%) completed it within the 4 week period it was open [December 2017-January 2018].

## Questions

Volunteers were asked to answer the following 8 questions and were invited to comment:

1. I have developed my communication skills
2. I feel more confident in applying these skills in my life outside the Circle
3. I feel I have improved my employment opportunities
4. I have felt supported during my volunteering with CSW
5. I feel the training was adequate preparation for my volunteering with CSW
6. I intend to continue to volunteer with CSW
7. I would recommend volunteering with CSW
8. I have found my experience with CSW rewarding
9. How long have you been volunteering with CSW?
10. How many Circles have you volunteered in?

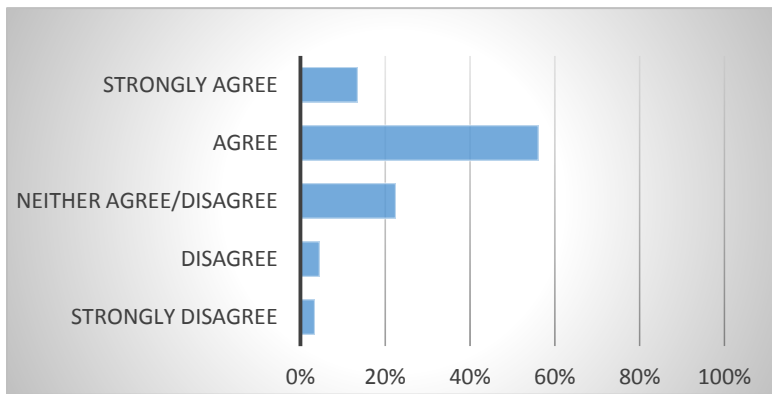
## Overall Findings

- We found that overall 70% agreed or strongly agreed they have developed their communication skills while volunteering with Circles South West
- And 65% felt more confident in applying these skills to their life.
- With regards to improved employment opportunities there was a fairly even split between people who agreed or strongly agreed there has been an improvement (56%) and those that indicated that this question didn't apply to them with many already being employed or retired (44%). 24% did not answer this questions which may lead us to believe they felt it also did not apply to them.
- A huge 93% felt that they had been supported during their time with CSW.
- Similarly positive, 92% felt that our Core Training prepared them adequately for their volunteering role.
- 99% of volunteers indicated that they intended to continue to volunteer with us, a wonderful reflection of our volunteer retention. The one person who said they would not is currently 'resting' but hoped to return eventually.
- 100% of those that answered confirmed they would recommend volunteering with Circles South West.

- One of the most important factors of volunteering is that volunteers find the experience rewarding and were pleased to report that 93% of those that answered said that this was the case.
- The majority of respondents (39%) were within the first year of their volunteering experience but there was a real range that showed again our great retention of volunteers. 19% had been with us between 1-2 years, 20% between 2-3 years and 21% had been with us for more than 3 years.
- Our recruitment drive over the last 12 months really shows that it has been working with 51% of our volunteers yet to be placed or within their first circle. 21% had completed 2 circles and 18% 3 circles. An impressive 11% had completed more than 3 circles during their time with us. It's this range of experience that allows us to provide such a successful service.

## Individual Findings

### 1. I have developed my communication skills

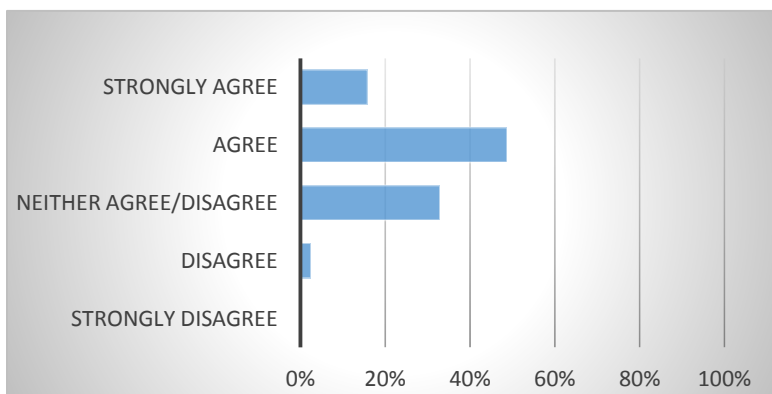


Answer Choices	Responses	Percentage
Strongly Agree	12	14
Agree	50	56
Neither Agree/Disagree	20	22
Disagree	4	5
Strongly Disagree	3	3
<b>Total</b>	<b>89</b>	<b>100</b>

*"In my job I need strong communication skills."*

*"Already good in this area due to work experience in the past"*

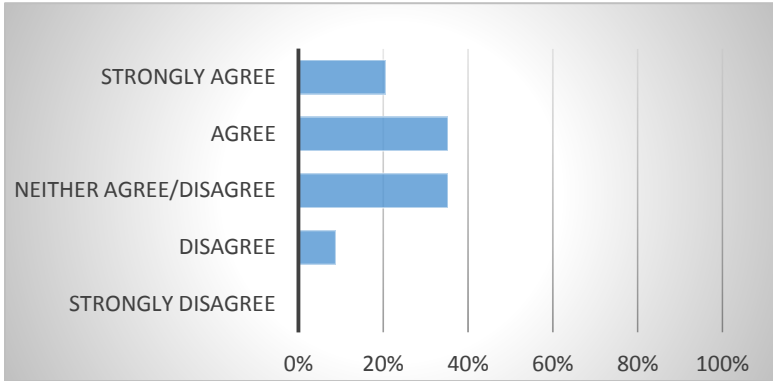
### 2. I feel more confident in applying these skills in my life outside the Circle



Answer Choices	Responses	Percentage
Strongly Agree	13	16
Agree	40	49
Neither Agree/Disagree	27	33
Disagree	2	2
Strongly Disagree	0	0
<b>Total</b>	<b>82</b>	<b>100</b>

*"Already good due to past work experience."*

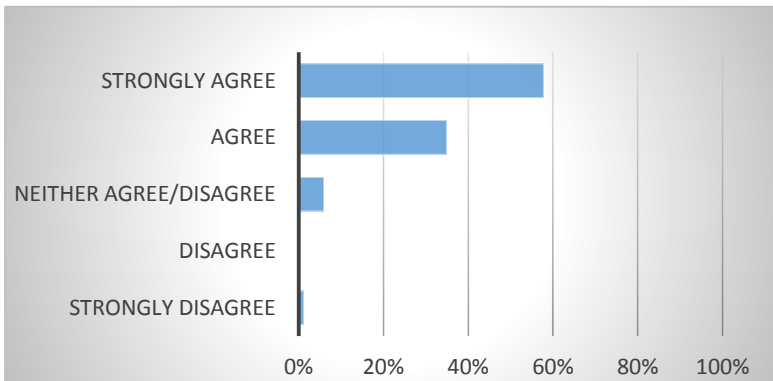
### 3. I feel I have improved my employment opportunities



Answer Choices	Responses	%age
Strongly Agree	14	21
Agree	24	35
Neither Agree/Disagree	24	35
Disagree	6	9
Strongly Disagree	0	0
<b>Total</b>	<b>68</b>	<b>100</b>

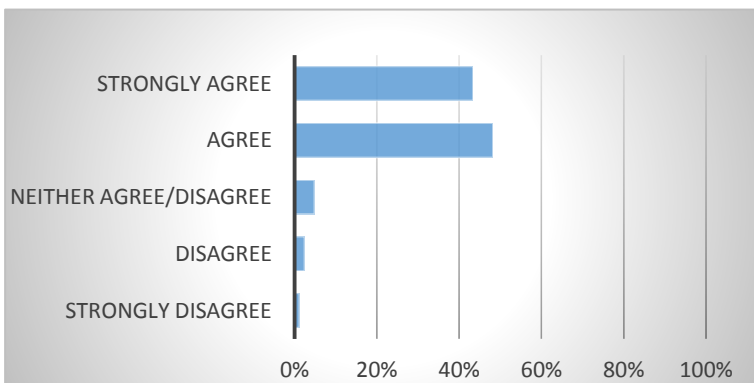
*"I am retired so it's not an issue but it helpful in my volunteer profile."*

### 4. I have felt supported during my volunteering with CSW



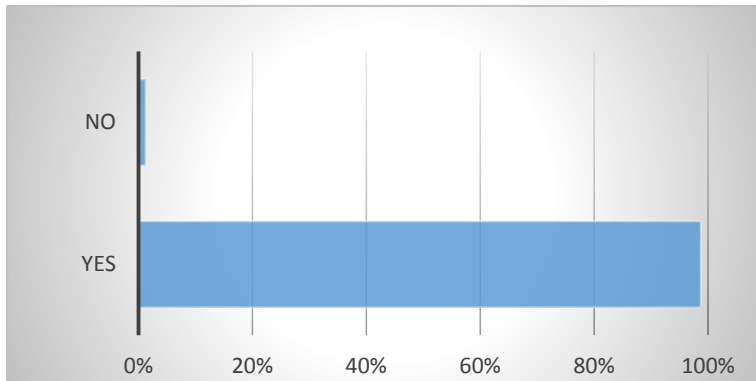
Answer Choices	Responses	%age
Strongly Agree	48	58
Agree	29	35
Neither Agree/Disagree	5	6
Disagree	0	0
Strongly Disagree	1	1
<b>Total</b>	<b>83</b>	<b>100</b>

### 5. I feel the training was adequate preparation for my volunteering role



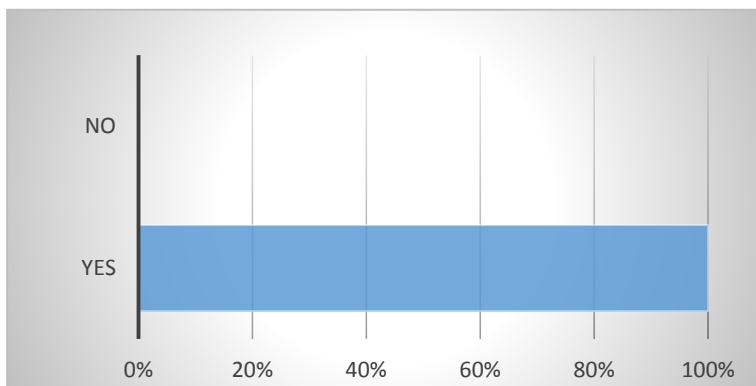
Answer Choices	Responses	%age
Strongly Agree	36	44
Agree	40	48
Neither Agree/Disagree	4	5
Disagree	2	2
Strongly Disagree	1	1
<b>Total</b>	<b>83</b>	<b>100</b>

## 6. I intend to continue to volunteer with CSW



Answer Choices	Responses	%age
Yes	79	99
No	1	1
<b>Total</b>	<b>80</b>	<b>100</b>

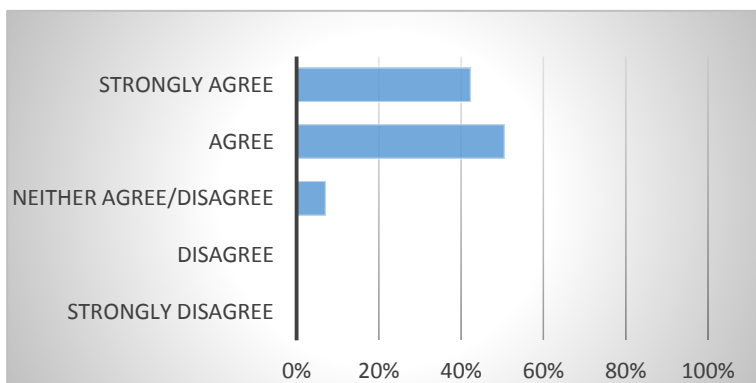
## 7. I would recommend volunteering with CSW



Answer Choices	Responses	%age
Yes	83	100
No	0	0
<b>Total</b>	<b>83</b>	<b>100</b>

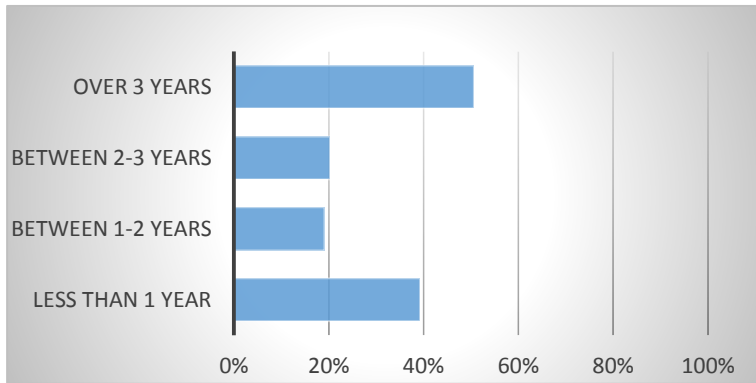
*“To people who would feel confident and empathetic to the client group.”*

## 8. I have found my experience with CSW rewarding



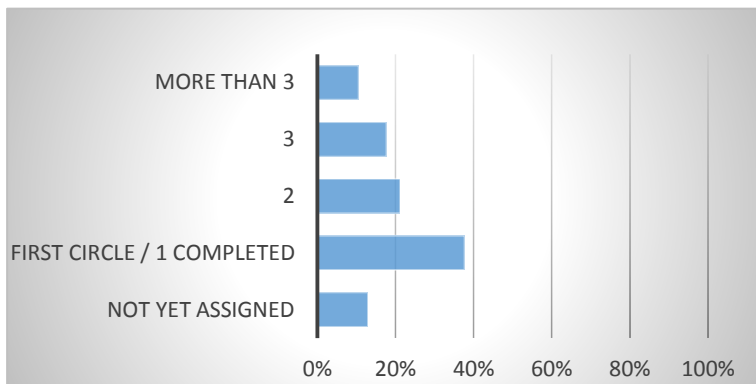
Answer Choices	Responses	%age
Strongly Agree	36	42
Agree	43	51
Neither Agree/Disagree	6	7
Disagree	0	0
Strongly Disagree	0	0
<b>Total</b>	<b>85</b>	<b>100</b>

## 9. How long have you been volunteering with CSW



Answer Choices	Responses	%age
Less Than 1 year	33	39
Between 1-2 years	16	19
Between 2-3 years	17	20
Over 3 years	18	22
<b>Total</b>	<b>84</b>	<b>100</b>

## 10. How many Circles have you volunteered in



Answer Choices	Responses	%age
Not yet assigned	11	13
First Circle / 1 complete	32	38
2 Circles	18	21
3 Circles	15	18
More than 3 Circles	9	10
<b>Total</b>	<b>85</b>	<b>100</b>

END