

Volunteer
Satisfaction
Survey 2010

*'It's the best thing
I've ever done'*

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Volunteering with Health in Mind

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Within health in mind, we offer 270 volunteering opportunities through 33 different volunteer roles.

Service	Roles	Number of volunteers
Men in Mind	• Allotment Volunteer	1
	• Group Work	2
Equally Connected	• Assistant Community Development	4
Information Resource Service	• Information Resource Centre Volunteer	16
	• Community Event Volunteer	3
	• Volunteer Supervisor	4
	• edspace/ midspace Volunteer	4
Bridging the Gap	• Peer Volunteer	24
Befriending Services	• Administrative Volunteers	3
	• Headfirst Co-ordinator	3
	• Headfirst Peer Volunteer	12
	• Befriending Volunteers- face to face	68
	• Befriending Volunteers- telephone	10
Board of Directors	• Director	10
Service User Involvement	• Forum Volunteer	1
	• Administration Volunteer	1
Altogether Better/ SEHLI	• Walk Volunteers	18
	• Cooking Volunteers	2
	• Cycling Volunteers	1
	• Messy Play	1
	• Complementary Therapies	2
	• Administration	1
	• Gardening	4
Orchard Centre Services	• Walk Leader	2
	• Café Assistant	14
	• Group work Facilitators	1
	• Buddy	1
	• Office volunteer	1
	• CLEAR	8
Communities Connecting	• Volunteer Connector	40 - 46
	• Service Directory	1
Guided Self Help	• Administrative Volunteers	2
	• Research Volunteer	1

Health in Mind is committed to providing worthwhile, well supported volunteer roles which not only make a difference to those using Health in Mind services but to volunteers themselves.

Services involving volunteers are supported by Volunteer Policy, Volunteer Expenses Policy and Working with Volunteers Resource Pack (to be reviewed December 2010).

Volunteers are supported through support and supervision, the policies mentioned above and the Volunteer Handbook (currently under review).

Health in Mind will further strengthen and improve the volunteer experience through annual Volunteer Satisfaction Surveys.

Survey Results

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1. Services Respondents Volunteer Within

We had 45 responses to the survey, from a wide range of services within Health in Mind.

17	Befriending Services
11	Orchard Centre Services (not including CLEAR)
8	Information Resource Service
3	Bridging the Gap
2	SEHLI/ Altogether Better
1	Central Services
1	Equally Connected
1	Training Service
1	Board of Directors

Detailed survey results have been included as appendix for Befriending Services, Orchard Centre Services and Information Resource Service only due to the

limited responses from / volunteer within other services. A breakdown of results for other services is available on request.

2. Volunteer Recruitment

Volunteers first heard about our need for volunteers through a range of sources: Volunteer Centre; local newspaper; word of mouth; personal experience; community event; Health in Mind website; poster and reading information about Health in Mind.

3. Time Given by Each Volunteer

The majority of volunteers give between one and four hours of their time each week to the organisation.

Of those who responded, 3 volunteers give over 10 hours per week.

Using two hours as an average, this means that the 270 volunteers involved with Health in Mind, give 540 hours per week. When based on the minimum wage (£5.93) this equates to approximately £3,200 per week, £166,400 per annum.

Health in Mind in turn invests in our volunteer team through support and supervision, repayment of out of pocket expenses, training and development.

4. Commitment

Of those who responded, 7 volunteers have volunteered with the organisation for over 3 years. The majority have volunteered around 6 months – 2 years. This shows that volunteers stay with the organisation- this can be viewed in two ways and should be further investigated. It may show that volunteers' needs are met within roles, but may also show that volunteers become 'stuck' within the organisation and may need support to develop and move on.

ACTION: Explore service strategies for supporting volunteers to move on

Explore development opportunities within and between volunteer roles

5. Motivations for Volunteering

Extremely Important

- Learn something new
- Give something back
- Share my own experiences
- Help other people
- Make a difference
- More involved in community
- Spend time with people who are different to me

The majority of volunteers told us that they volunteered to improve their chances of getting a job but 10 also told us this was not at all important

The majority of volunteers told us they volunteered to fulfill their spirituality but 11 also told us this was not at all important.

The majority of volunteers told us they volunteered because they had lots of spare time but 10 people said this was not the case.

Values and vision

- Believe in the vision of health in mind
- Health in Mind have values on recovery the same as mine
- Want to show by example that my expected life of being on the scrap heap is unrealistic

Being with others

- Get far more out of volunteering than you put in
- Meet new people, experience new situations, see things from a different perspective
- Enjoy working with people - I enjoy being useful and helpful to others.

Practical experience/ skills development

- Feels like a real job
- Needed case studies and the best way was through volunteering
- More working experience, and social interaction.
- Experience required to get jobs I want
- Improve my ability in aspects of taking messages and answering the phone.
- Helps me use my communication and organisational skills

Recovery/ personal development and fulfillment

- Feel good about helping make a difference for the good.
- Give something back for help with my own well being
- Enjoy helping others.
- Enjoyable and a commitment
- Enjoy doing something a bit different
- Makes me feel good
- Helps my own mental health by doing something useful and meeting other people
- Being able to help people going through problems that I went through and to show them there is a light at the end of the tunnel.
- Gain more confidence

ACTION: Ensure volunteer roles are developed with motivations in mind

6. The Volunteer Experience

Totally agree

- I can use my skills and experience
- I feel part of a team
- I am supported in the work I do
- My work is valued and recognized
- I have a sense of achievement
- I am making a difference
- Health in Mind is a good place to volunteer
- I would recommend volunteering with health in mind to others

Support

- Very supported
- Awesome! Enabling, supportive, accommodating inspiring
- Within health in mind there is acceptance and support in the role of volunteer
- It helps to get plenty of support from staff when I need it
- Great feeling of support within the organisation.

Shared Values

- Health in Mind has values on recovery the same as mine.
- The whole atmosphere when entering health in mind relaxes me, helps me feel peaceful- my work here is worthwhile, not working to make others profit financially feels great.
- Part of a like minded team of people who are all interested in being of help to others.
- Like being part of the team; learning, helping, thinking about important issues. Meeting people, using my skills and experience

Feelings

- Being useful
- Good feeling
- ...seeing the smile on client's face when they do something they have never done in a long, long time.
- 'It makes me feel good about myself'
- 'I feel at home'

ACTION: Be more creative in using volunteer experience when recruiting new volunteers into the organisation

7. Impact of Volunteering

Big/ positive Impact	No Impact
<ul style="list-style-type: none"> • More confident • Able to communicate more effectively • More part of my local community • Life has increased meaning • Learned new skills • More social contact and made new friends 	<ul style="list-style-type: none"> • Gone on to get a job/ start looking for work

Well being

- Feels good to give some of my time to help others
- Raises my self esteem
- Helps lower the amount of time I get depressed/ low
- Gives purpose and structure to my life
- Recovery has exceeded all expectations
- Want to get out more
- Feel useful and valuable.
- More confidence when I m feeling unsure of myself

Opportunities

- Made new friends and met people from different backgrounds, cultures and traditions.
- Learned about mental health and recovery.

Moving on

- Provided me with the experience and honed the skills required to get a paid job in mental health
- Help my job chances within mental health services.

'I hadn't been well when I came here. It helped me back into my job. It is something I am truly enthusiastic about. I am going to try and find a job in the mental health area.'

ACTION: Clarify position between volunteering and benefits (capacity to work)

Explore strengthening connections between volunteering and building skills for work

8. Training

The majority of volunteers had introduction training (only 2 hadn't) and had also taken part in the Health in Mind Induction day.

Of those who replied, 13 volunteers had completed the Scottish Mental Health First Aid course and a further 16 had completed other training courses within Health in Mind. 15 volunteers had attended external training courses funded by Health in Mind.

Volunteers mentioned other training course that they were interested in which include Trauma; First Aid; Office Work; Art Therapy; Drink and Drugs.

ACTION: Explore volunteer involvement within service development and operational planning

Explore training and development opportunities for volunteers within Health in Mind to ensure equality of opportunity and needs led training

9. Additional Comments about volunteering with Health in Mind

Staff

- Volunteers described staff as friendly, helpful, knowledgeable and supportive.

Personal/ Skills Development

- Volunteers told us about having lots of self development and training opportunities; that they were grateful to have been given the opportunity to develop knowledge and skills; and to play a useful role.

Environment

- Volunteers describe Health in Mind as a great space to volunteer.
- 'I am finding it engaging and I particularly like the fact I feel part of a team and contributing something back.'

What volunteering means to me...

- A volunteer describes volunteering with Health in Mind as 'the best thing I ever did'. Another describes volunteering as 'awesome'

Two people commented that they would like to volunteer more within Health in Mind. One person wishes they had more time to offer.

Development

- A volunteer commented that we need to get through to others about volunteering and the help that volunteers can give.
- A volunteer also recommends that the experiences volunteers bring, and the unique view of services should be taken into account when Health in Mind is developing and setting goals within services.

ACTION: Explore volunteer involvement within service development and operational planning

Explore volunteer involvement in volunteer recruitment and promotion.

10. The Volunteer Voice within Health in Mind

22 people who responded to the Survey were interested in strengthening the volunteer voice within Health in Mind through regular meetings. Those interested represented all Health in Mind services.

ACTION: Explore and develop Volunteer Voice within Health in Mind

Summary of Recommended Actions

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All recommended actions will form part of the Volunteering Operational Planning for 2011- 2012.

1. Explore service strategies for supporting volunteers to move on

2. Explore development opportunities within and between volunteer roles
3. Ensure volunteer roles are developed with motivations in mind
4. Be more creative in using volunteer experience when recruiting new volunteers into the organisation
5. Clarify position between volunteering and benefits (capacity to work)
6. Explore strengthening connections between volunteering and building skills for work
7. Explore volunteer involvement within service development and operational planning
8. Explore training and development opportunities for volunteers within Health in Mind to ensure equality of opportunity and needs led training
9. Explore volunteer involvement within service development and operational planning
10. Explore volunteer involvement in volunteer recruitment and promotion
11. Explore and develop Volunteer Voice within Health in Mind

Appendix 1: Complete Survey Results

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1. Which service do you volunteer with?

Service	Percentage	Number of responses
Befriending	39.5%	17
SEHLI/ Altogether Better	4.6%	2
Orchard Centre Services	25.6%	11
Information Resource Service	18.6%	8
Bridging the Gap	7.0%	3
Central Services	2.3%	1
Equally Connected	2.3%	1
Training Service	2.3%	1
Board of Directors	2.3%	1

2. How did you first hear about volunteering with Health in Mind?

	Percentage	Number of responses
Volunteer Centre	24.4%	10
Local Newspaper	4.9%	2
Word of Mouth	31.7%	13
Personal Experience	7.3%	3
Event	2.4%	1
Health in Mind Website	9.8%	4
Poster	12.2%	5
Read information about Health in mind	7.3%	3

3. How many hours per week do you volunteer with Health in Mind?

	Percentage	Number of responses
1 – 2 hours	48.8%	21
3 – 4 hours	25.6%	11
5 – 6 hours	14%	6
7 – 10	4.7%	2
Over 10 hours	7%	3

4. How long have you volunteered with Health in Mind?

	Percentage	Number of responses
Less than three months	7.1%	3
3 – 6 months	21.4%	9
7 – 11 months	14.3%	6
1 – 2 years	23.8%	10
2 – 3 years	16.7%	7
Over 3 years	16.7%	7

5. Why do you volunteer with Health in Mind?

1- not at all

6- extremely important

	1	2	3	4	5	6
Learn something new	2	2	2	5	7	17
Give something back	0	1	1	5	5	23
Share my own experiences	2	1	3	4	6	15
Improve chances of getting a job	8	2	4	6	7	7
Lots of spare time	5	5	9	4	4	9
Help other people	0	2	0	2	7	25
Fulfill my spirituality	9	2	5	4	3	12
Make a difference	0	0	0	4	8	23
More involved in community	1	1	3	7	7	14
Spend time with people who are different to me	4	5	8	1	5	13

Comments:

- You get far more out of volunteering than you put in. Meet new people, experience new situations, see things from a different perspective
- I volunteer for all the above reasons and because I also believe that health in mind have values on recovery the same as mine.
- I have MS and want to show by example that my expected life of being on the scrap heap is unrealistic. I do not expect to ever work again as daily I loose use of my hands, ability to feed myself or go to the bathroom. This is getting worse so work is no option
- I started volunteering during my 2nd year of shiatsu study. I needed case studies and the best way was through volunteering. Now I am a graduate practitioner and decided to continue volunteering because it's interesting meeting all these people with different ailments. It's very challenging and I enjoy working with my clients and very satisfying to know when they benefit from my treatments.
- More working experience, and social interaction.
- Experience required to get jobs I want

- All of the above sums it up really. I feel good about helping make a difference for the good. It also helps me use my communication and organisational skills
- Work has always played a huge part in my life. I need to use my brain. I enjoy working with people - I enjoy being useful and helpful to others.
- I believe in the vision of health in mind. Everyone at health in mind is pleasant and it feels like it is a real job.
- To give something back to the OC for all their help with my well being and I enjoy helping others.
- To improve my ability in aspects of taking messages and answering the phone.
- It's enjoyable and a commitment
- I get enjoyment out of it and enjoy doing something a bit different
- Makes me feel good
- It helps my own mental health by doing something useful and meeting other people
- Being able to help people going through problems that I went through and to show them there is a light at the end of the tunnel.
- To help gain more confidence

6. What is it like volunteering with Health in Mind?

1 – totally disagree

6 – totally agree

	1	2	3	4	5	6
Use my skills and experience	0	0	5	6	7	20
Feel part of a team	0	0	3	8	6	20
Supported in the work I do	0	0	1	4	12	21
My work is valued and recognized	0	0	1	2	9	26
Sense of achievement	0	2	1	4	12	19
Making a difference	0	0	3	5	10	18
Good place to volunteer	0	0	1	2	10	23
Recommend volunteering with health in mind to others	2	0	2	3	9	23

Comment:

- Very supported
- I volunteer for all the above reasons and because I also believe that health in mind have values on recovery the same as mine. There is a great feeling of support within the organisation.
- I have taken 6 years to go from bedridden to almost able to operate. Why would I recommend this service to anyone else if it will put their recovery and benefits in jeopardy? MS is just too hard to live with
- Awesome! Enabling, supportive, accommodating inspiring

- For myself the whole atmosphere when entered health in mind relaxes me, helps me feel peaceful- I feel my work here is worthwhile, not working to make others profit financially feels great. I feel at home
- I feel part of a like minded team of people who are all interested in being of help to others.
- Within health in mind there is acceptance and support in the role of volunteer
- Its one of the best things I've ever done. I like being part of the team; learning, helping, thinking about important issues. Meeting people, using my skills and experience
- Open up to various groups around the Midlothian area but with cuts etc it varies on how many staff you can take on
- Being useful
- Good feeling
- Seeing the smile on client's face when they do something they have never done in a long long time.
- I volunteer with the walking group at the orchard centre and it makes me feel good about myself
- It helps to get plenty of support from staff when I need it

8. What training have you been offered as a volunteer?

	Yes	No
An introduction to role	29	2
Health in Mind Induction	27	5
SMHFA	13	18
Other Health in Mind training course	16	14
External courses funded by Health in Mind	15	20

What other training would you like to do?

- Mental health first aid
- Very afraid o be mentally aware while my body just gets worse.
- I am going to go on a training course in January about 'Trauma'
- Yes, there was one to do with WRAP however I work full time and was unable to get time off due to not enough notice.
- Yes- NHS training- not had the chance to do this because of limited spaces
- Have not really had time to see what is available but will do so in the future.
- I am interested in doing a training about art therapy. I am interested in doing lots of courses. I must find the time.
- Office work in answering and taking messages down; helping out while the managers deal with various other clients.
- First Aid refresher course
- Drinks and Drugs

9. Any other comments about volunteering with Health in Mind?

- Friendly and helpful staff
- It's a great place to volunteer. The staff are very supportive and knowledgeable.
- Awesome! Loads of self development and training opportunities
- Just I wish I had more spare time to offer.
- I am grateful to have been given the opportunity to develop my knowledge and skills and play a useful role.
- Best thing I ever did.
- I might some day like to volunteer with Bridging the Gap.
- I am finding it engaging and I particularly like the fact I feel part of a team ad contributing something back.
- Experiences you bring and how to look at other projects that are in the pipeline and set goals and awareness to every day life
- I have enjoyed volunteering and I feel that I have been well supported by Kay Race my supervisor
- My latest match doesn't really need much input from me at the moment and I feel I could be possibly doing something else.
- Getting through to people about volunteering and the help they give to people who otherwise would be left to deal with things themselves
- I am retired and not looking for paid work. I live in the Borders (Coldstream) which is a long way from Edinburgh and I do not like driving long distances to volunteer

10. Would you be interested in joining a volunteer group which will meet on a regular basis to strengthen the volunteer voice within Health in Mind?

	Percentage	Number of responses
Yes	61.1%	22
No	38.9%	14

Appendix 2: Befriending Survey Results

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2. How did you first hear about volunteering with Health in Mind?

	Percentage	Number of responses
Volunteer Centre	29.4%	5
Local Newspaper	11.8%	2
Word of Mouth	11.8%	2
Personal Experience	7.3%	3
Event	2.4%	1
Health in Mind Website	23.5%	4
Poster	17.6%	3
Read information about Health in mind	5.9%	1

3. How many hours per week do you volunteer with Health in Mind?

	Percentage	Number of responses
1 – 2 hours	70.6%	12
3 – 4 hours	29.4%	5
5 – 6 hours	0%	0
7 – 10	0%	0
Over 10 hours	0%	0

4. How long have you volunteered with Health in Mind?

	Percentage	Number of responses
Less than three months	0%	0
3 – 6 months	23.5%	4
7 – 11 months	23.5%	4
1 – 2 years	23.5%	4
2 – 3 years	17.6%	3
Over 3 years	11.8%	2

5. Why do you volunteer with Health in Mind?

1- not at all

6- extremely important

	1	2	3	4	5	6
Learn something new	1	1	1	2	2	2
Give something back	0	0	0	3	2	5
Share my own experiences	2	0	0	2	0	3
Improve chances of getting a job	4	1	0	3	1	0
Lots of spare time	4	1	3	1	1	1
Help other people	0	2	0	0	4	5
Fulfill my spirituality	5	0	2	1	1	1
Make a difference	0	0	0	2	3	6
More involved in community	1	0	1	3	2	2
Spend time with people who are different to me	3	1	3	1	2	2

Comments:

- It helps my own mental health by doing something useful and meeting other people
- Being able to help people going through problems that I went through and to show them there is a light at the end of the tunnel.

6. What is it like volunteering with Health in Mind?

1 – totally disagree

6 – totally agree

	1	2	3	4	5	6
Use my skills and experience	0	0	3	4	3	3
Feel part of a team	0	0	2	5	3	3
Supported in the work I do	0	0	1	3	6	3
My work is valued and recognized	0	0	0	2	4	7
Sense of achievement	0	2	1	2	5	3
Making a difference	0	0	2	1	6	3
Good place to volunteer	0	0	0	0	7	5
Recommend volunteering with health in mind to others	1	0	0	1	6	5

Comment:

- Very supported
- Seeing the smile on client's face when they do something they have never done in a long long time.

7. What impact has volunteering had on you and your life?

1 – totally disagree

6 – totally agree

	1	2	3	4	5	6
More confident	1	1	1	5	2	2
Able to communicate more effectively	0	1	0	7	2	2
More part of my local community	1	2	3	2	1	3
Life has increased meaning	1	1	2	3	2	3
Learned new skills	0	2	1	3	3	3
More social contact and made new friends	2	0	2	2	3	3
Gone on to get a job/ start looking for work	7	0	1	1	2	0

Comments:

- I have volunteered with several different organisations (and continue to do so) and it has enriched my life in so many different ways from educating me to local fauna and flora (Water of Leith Conservation Trust) to how people cope with having disabled children (sense Scotland) etc etc .
- It just feels good to give some of my time to help others
- I have learnt about mental health and recovery
- being able to gain client's trust; being able to spot problems and sort them out

8. What training have you been offered as a volunteer?

	Yes	No
An introduction to role	6	1
Health in Mind Induction	7	1
SMHFA	7	1
Other Health in Mind training course	5	1
External courses funded by Health in Mind	9	1

What other training would you like to do?

- mental health first aid
- Drinks and Drugs

9. Any other comments about volunteering with Health in Mind?

- Friendly and helpful staff
- It's a great place to volunteer. The staff are very supportive and knowledgeable.
- I have enjoyed volunteering and I feel that I have been well supported by Kay Race my supervisor
- My latest match doesn't really need much input from me at the moment and I feel I could be possibly doing something else.
- Getting through to people about volunteering and the help they give to people who otherwise would be left to deal with things themselves
- I am retired and not looking for paid work. I live in the Borders (Coldstream) which is a long way from Edinburgh and I do not like driving long distances to volunteer

10. Would you be interested in joining a volunteer group which will meet on a regular basis to strengthen the volunteer voice within Health in Mind?

	Percentage	Number of responses
Yes	41.7%	5
No	58.3%	7

Appendix 3: Orchard Centre Services Survey Results

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2. How did you first hear about volunteering with Health in Mind?

	Percentage	Number of responses
Volunteer Centre	0%	0
Local Newspaper	0%	0
Word of Mouth	66.7%	6
Personal Experience	22.2%	2
Event	0%	0
Health in Mind Website	0%	0
Poster	0%	0
Read information about Health in mind	11.1%	1

3. How many hours per week do you volunteer with Health in Mind?

	Percentage	Number of responses
1 – 2 hours	36.4%	4
3 – 4 hours	9.1%	1
5 – 6 hours	18.2%	2
7 – 10	18.2%	2
Over 10 hours	18.2%	2

4. How long have you volunteered with Health in Mind?

	Percentage	Number of responses
Less than three months	0%	0
3 – 6 months	0%	0
7 – 11 months	0%	0
1 – 2 years	27.3%	3
2 – 3 years	36.4%	4
Over 3 years	36.4%	4

5. Why do you volunteer with Health in Mind?

1- not at all

6- extremely important

	1	2	3	4	5	6
Learn something new	0	1	0	2	2	6
Give something back	0	0	0	1	1	9
Share my own experiences	0	0	0	1	3	6
Improve chances of getting a job	3	0	3	1	1	3
Lots of spare time	0	0	1	2	1	7
Help other people	0	0	0	2	1	8
Fulfill my spirituality	2	1	1	2	1	4
Make a difference	0	0	0	2	2	6
More involved in community	0	0	1	2	2	5
Spend time with people who are different to me	1	0	2	0	1	7

Comments:

- To give something back to the OC for all their help with my well being and I enjoy helping others.
- To improve my ability in aspects of taking messages and answering the phone.
- It's enjoyable and a commitment
- I get enjoyment out of it and enjoy doing something a bit different
- Makes me feel good
- To help gain more confidence

6. What is it like volunteering with Health in Mind?

1 – totally disagree

6 – totally agree

	1	2	3	4	5	6
Use my skills and experience	0	0	1	1	1	8
Feel part of a team	0	0	1	2	0	7
Supported in the work I do	0	0	0	0	3	8
My work is valued and recognized	0	0	1	0	2	8
Sense of achievement	0	0	0	1	3	7
Making a difference	0	0	1	3	0	7
Good place to volunteer	0	0	0	2	2	7
Recommend volunteering with health in mind to others	0	0	1	2	1	7

Comment:

- Open up to various groups around the Midlothian area but with cuts etc it varies on how many staff you can take on
- Being useful
- Good feeling
- I volunteer with the walking group at the orchard centre and it makes me feel good about myself
- It helps to get plenty of support from staff when I need it

7. What impact has volunteering had on you and your life?

1 – totally disagree

6 – totally agree

	1	2	3	4	5	6
More confident	0	0	1	2	1	7
Able to communicate more effectively	0	0	1	2	2	6
More part of my local community	0	0	1	3	1	6
Life has increased meaning	1	0	2	1	2	5
Learned new skills	0	0	0	4	0	7
More social contact and made new friends	0	0	2	1	0	8
Gone on to get a job/ start looking for work	3	1	2	1	1	2

Comments:

- Gives me more confidence when I m feeling unsure of myself
- How we fit into society but its refining and adjustments to what is laid down, confidentiality now I put across curtain within my writing and verbally.
- It has made me want to get out more; also has helped my well being.

8. What training have you been offered as a volunteer?

	Yes	No
An introduction to role	10	1
Health in Mind Induction	10	1
SMHFA	3	8
Other Health in Mind training course	6	5
External courses funded by Health in Mind	7	4

What other training would you like to do?

- Office work in answering and taking messages down; helping out while the managers deal with various other clients.
- First Aid refresher course

9. Any other comments about volunteering with Health in Mind?

- Experiences you bring and how to look at other projects that are in the pipeline and set goals and awareness to every day life

10. Would you be interested in joining a volunteer group which will meet on a regular basis to strengthen the volunteer voice within Health in Mind?

	Percentage	Number of responses
Yes	70.0%	7
No	30.0%	3

Appendix 4: Information Resource Service Survey Results

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2. How did you first hear about volunteering with Health in Mind?

	Percentage	Number of responses
Volunteer Centre	50.0%	4
Local Newspaper	0%	0
Word of Mouth	37.5%	3
Personal Experience	0%	0
Event	0%	0
Health in Mind Website	0%	0
Poster	12.5%	1
Read information about Health in mind	0%	0

3. How many hours per week do you volunteer with Health in Mind?

	Percentage	Number of responses
1 – 2 hours	25.0%	2
3 – 4 hours	37.5%	3
5 – 6 hours	37.5%	3
7 – 10	0%	0
Over 10 hours	0%	0

4. How long have you volunteered with Health in Mind?

	Percentage	Number of responses
Less than three months	12.5%	1
3 – 6 months	37.5%	3
7 – 11 months	25.0%	2
1 – 2 years	25.0%	2
2 – 3 years	0%	0
Over 3 years	0%	0

5. Why do you volunteer with Health in Mind?

1- not at all

6- extremely important

	1	2	3	4	5	6
Learn something new	0	0	0	0	2	6
Give something back	0	1	0	1	1	5
Share my own experiences	0	1	3	1	0	3
Improve chances of getting a job	0	0	1	0	4	3
Lots of spare time	1	4	1	0	2	0
Help other people	0	0	0	0	1	7
Fulfill my spirituality	2	1	2	0	0	3
Make a difference	0	0	0	0	1	7
More involved in community	0	0	0	1	2	5
Spend time with people who are different to me	0	3	1	0	1	3

Comments:

- Experience required to get jobs I want
- All of the above sums it up really. I feel good about helping make a difference for the good. It also helps me use my communication and organisational skills
- Work has always played a huge part in my life. I need to use my brain. I enjoy working with people - I enjoy being useful and helpful to others.

6. What is it like volunteering with Health in Mind?

1 – totally disagree

6 – totally agree

	1	2	3	4	5	6
Use my skills and experience	0	0	1	1	2	4
Feel part of a team	0	0	0	0	2	6
Supported in the work I do	0	0	0	0	1	7
My work is valued and recognized	0	0	0	0	3	5
Sense of achievement	0	0	0	1	3	4
Making a difference	0	0	0	1	3	3
Good place to volunteer	0	0	0	0	1	6
Recommend volunteering with health in mind to others	0	0	0	0	2	6

Comment:

- Awesome! Enabling, supportive, accommodating inspiring
- For myself the whole atmosphere when entered health in mind relaxes me, helps me feel peaceful- I feel my work here is worthwhile, not working to make others profit financially feels great. I feel at home
- I feel part of a like minded team of people who are all interested in being of help to others.
- Its one of the best things I've ever done. I like being part of the team; learning, helping, thinking about important issues. Meeting people, using my skills and experience

7. What impact has volunteering had on you and your life?

1 – totally disagree

6 – totally agree

	1	2	3	4	5	6
More confident	0	0	0	4	1	3
Able to communicate more effectively	0	0	1	2	2	3
More part of my local community	0	0	1	4	1	2
Life has increased meaning	0	0	0	1	2	4
Learned new skills	0	0	0	0	3	5
More social contact and made new friends	1	0	4	0	1	2
Gone on to get a job/ start looking for work	0	3	2	0	1	2

Comments:

- Provided me the experience; honed the skills required to get a paid job in MH!
- Volunteering has helped raise my self esteem and helps lower the amount of time I get depressed/ low. I do hope volunteering will help my job chances within mental health services.
- Volunteering gives purpose and structure to my life. I feel useful.
- I hadn't been well when I came here. It helped me back into my job. It is something I am truly enthusiastic about. I am going to try and find a job in the mental health area.
- It makes me feel useful and valuable.

8. What training have you been offered as a volunteer?

	Yes	No
An introduction to role	8	0
Health in Mind Induction	7	1
SMHFA	6	2
Other Health in Mind training course	4	4
External courses funded by Health in Mind	3	5

What other training would you like to do?

- Yes, there was one to do with WRAP however I work full time and was unable to get time off due to not enough notice.
- Yes- NHS training- not had the chance to do this because of limited spaces
- Have not really had time to see what is available but will do so in the future.
- I am interested in doing a training about art therapy. I am interested in doing lots of courses. I must find the time.

9. Any other comments about volunteering with Health in Mind?

- I am finding it engaging and I particularly like the fact I feel part of a team and contributing something back.
- I might some day like to volunteer with Bridging the Gap.
- I am grateful to have been given the opportunity to develop my knowledge and skills and play a useful role.
- Just I wish I had more spare time to offer.
- Awesome! Loads of self development and training opportunities

10. Would you be interested in joining a volunteer group which will meet on a regular basis to strengthen the volunteer voice within Health in Mind?

	Percentage	Number of responses
Yes	62.5%	5
No	37.5%	3