



## **Volunteer Satisfaction Survey 2019**

Published April 2020

'This is a valuable experience and has positive impact on myself and my journey of life. ... I cannot thank you for such priceless part of my journey'



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# 1. Volunteering with Health in Mind

Health in Mind volunteers are vital in the support we provide and to our organisation.

It is important to us that our volunteers are satisfied and fulfilled within their roles. Our annual Volunteer Satisfaction sits alongside day-to-day support and supervision as a way of ensuring this is the case.

Our volunteers fall into three main groups:

- Volunteers who come to us through our recruitment campaigns- some offering a regular commitment (for example, our re:discover volunteers) and some offering a more irregular or one-off commitment (for example, our bag pack fundraising volunteers)
- Volunteers who are recruited specifically for their lived experience (for example our peer volunteers in the CLEAR project)
- Volunteers who are using Health in Mind services and volunteering has been identified as part of their support plan (for example some of our Midlothian Services Café volunteers)

We currently have a total of 200 volunteers, and over the year 280 volunteers, in the following Health in Mind services:

<b>Service</b>	<b>Whole year</b>	<b>Current</b>	<b>Service</b>	<b>Whole year</b>	<b>Current</b>
Depression and Anxiety Peer Support West Lothian	4	4	West Lothian 55+ Community Mental Health and Wellbeing Service	3	1
re:discover Edinburgh	24	14	re:discover Borders	12	9
re:discover Midlothian	23	20	CLEAR/ Peer Network	15	10
Equal Access Edinburgh	32	8	Equal Access East and Midlothian	9	5
Fundraising	59	51	Learning and Development Service	1	1
Peer Collaborative	14	11	Access Point	1	1
Trauma Support Befriending	14	6	Listening Space/ Peer Support	13	11
Online Information and Communication	4	2	Board of Directors	11	11
MAPS	1	1	Orchard Centre Services	26	23
South Queensferry Development Service	4	4	Guided Self Help	2	1
Wellbeing Gateway	3	1	Wellbeing College	2	2
Counselling	3	3			
<b>TOTAL</b>				<b>280</b>	<b>200</b>

## 2. Survey Results

### 2.1 Response Rate

<b>Service</b>		<b>Service</b>	
Depression and Anxiety Peer Support West Lothian	75%	West Lothian 55+ Community Mental Health and Wellbeing Service	100%
re:discover Edinburgh	71%	re:discover Borders	50%
re:discover Midlothian	30%	CLEAR/ Peer Network	20%
Equal Access Edinburgh	13%	Equal Access East and Midlothian	20%
Fundraising	20%	Learning and Development Service	100%
Peer Collaborative	36%	Access Point	100%
Trauma Support Befriending	100%	Listening Space/ Peer Support	27%
Online Information and Communication	100%	Board of Directors	18%
MAPS	100%	Orchard Centre Services	87%
South Queensferry Development Service	50%	Guided Self Help	100%
Wellbeing Gateway	0	Wellbeing College	100%
Counselling	100%	Rather not say	1
<b>TOTAL</b>			<b>37%</b>

At the time of the last survey, Health in Mind response rate was 42%. We will continue to work to increase the response rate across services for 2020.

## 2.2. Volunteer Recruitment

When asked how they first heard about our need for volunteers, our volunteers told us:

	<b>2019</b>	<b>2018</b>	<b>2017</b>	2016	2015
Health in Mind member of staff	<b>18%</b>	<b>9%</b>	<b>25%</b>	19%	22%
Volunteer Centre/Volunteer Scotland Website	<b>5%</b>	<b>7%</b>	<b>20%</b>	22%	15%
I use Health in Mind services	<b>21%</b>	<b>36%</b>	<b>15%</b>	20%	13%
Word of Mouth	<b>7%</b>	<b>14%</b>	<b>2.5%</b>	11%	13%
Volunteer Centre	<b>9%</b>	<b>10%</b>	<b>7.5%</b>	13%	13%
Health in Mind Website	<b>13%</b>	<b>10%</b>	<b>17.5%</b>	11%	13%
Volunteer Recruitment Event (e.g. volunteer fairs)	<b>7%</b>	<b>8%</b>	<b>12.5%</b>	4%	6%
Local newspaper	<b>0%</b>	<b>0%</b>	<b>0%</b>	2%	3%
Radio	<b>0%</b>	<b>0%</b>	<b>0%</b>	0%	0%
Poster	<b>5%</b>	<b>3%</b>	<b>0%</b>	2%	0%
Information leaflet	<b>2%</b>	<b>0%</b>	<b>0%</b>	0%	0%
University/ College	<b>11%</b>	<b>3%</b>	<b>NA</b>	NA	NA
Workplace	<b>2%</b>	-	-	-	-

Volunteers also told us they heard about our need for volunteering through:

- Big Hearts
- The service they volunteer with being moved to Health in Mind
- An Occupational Therapist

We have reviewed and developed Health in Mind leaflets and posters during 2019, and it is good to see that this has had a positive impact on ensuring Health in Mind is an appealing choice for volunteers.

It is also good to see that the work done to refresh the volunteering section on Health in Mind website has also had a positive impact.

## Recommendations

1. Continue to ensure that the volunteering section on Health in Mind website is kept up to date
2. Ensure our online presence is active and up to date with volunteering opportunities
3. Continue to develop face to face opportunities to recruit volunteers such as at recruitment fairs and College and University talks.

### 2.3 Volunteer Commitment

When asked how many hours per week they volunteer with us, our volunteers told us:

	<b>2019</b>	<b>2018</b>		2017	2016	2015
Occasional/ monthly basis	<b>16%</b>	<b>23%</b>		NA	NA	NA
1-2 hours per week	<b>39%</b>	<b>26%</b>		67%	52%	63%
3-4 hours per week	<b>22%</b>	<b>20%</b>		15%	20%	23%
5-6 hours per week	<b>13%</b>	<b>15%</b>	5-10 hours per week	14%	18%	11%
7-10 hours per week	<b>3%</b>	<b>9%</b>				
Over 10 hours per week	<b>7%</b>	<b>7%</b>		4%	10%	3%

When asked how long they have volunteered with us, our volunteers told us:

	<b>2019</b>	<b>2018</b>	2017	2016	2015
Less than 3 months	<b>13%</b>	<b>9%</b>	9%	13%	15%
3-6 months	<b>13%</b>	<b>14%</b>	31%	12%	22%
7-11 months	<b>11%</b>	<b>12%</b>	8%	8%	15%
1-2 years	<b>26%</b>	<b>23%</b>	21%	13%	22%
2-3 years	<b>13%</b>	<b>9%</b>	6%	18%	19%
More than 3 years	<b>23%</b>	<b>33%</b>	17%	35%	19%

These results show that more volunteers are offering a fewer number of hours per week than in the previous year. This may reflect the increase in the number of our services offering shorter term support. Although fewer volunteers have been with us for over three years, the number of volunteers staying with Health in Mind for between one to three years has increased.

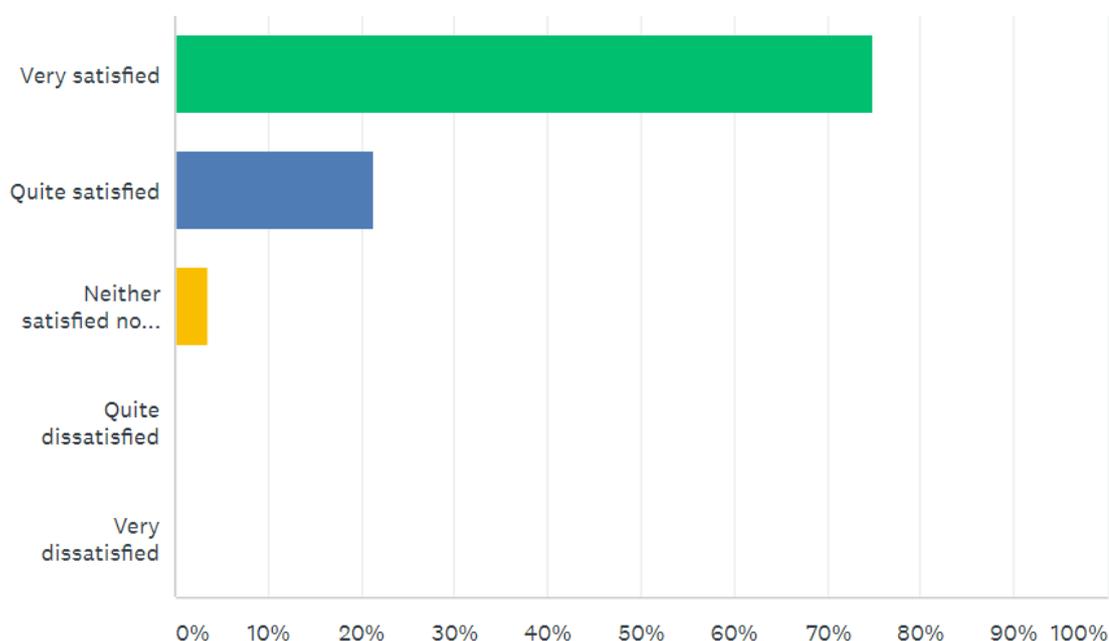
These results indicate that annual reviews should be completed for approximately 62% of our volunteers (and decrease from 65% in the previous year).

## Recommendations

4. Annual reviews to continue to be completed for volunteers who have been with the organisation more than a year

## 2.4 Volunteer Satisfaction

Overall, how satisfied are you with your volunteering experience at Health in Mind?



97% of respondents said they are satisfied with their volunteering experience with Health in Mind, with 75% of these reporting that they are very satisfied. This compares to 98% in 2018.

### **Some of the comments given**

‘Gives me a sense of achievement helping others’

‘Due to my own mental health, I am, at present, unable to undertake paid employment. Volunteering for Health in Mind gives me a sense of purpose and belonging. I am encouraged and supported very much by staff to develop my confidence and skills, yet also accepted for the limitations that my mental health places upon me.’

‘The work is wonderful; [my supervisor] is fantastic with her support and supervision and I have a strong sense of being part of the lovely team.’

‘Everyone at Health in Mind is amazing. I don't have a bad word to say about them. I've worked in many different areas, from the old days of LOOPs to general fundraising. I also helped to write up the Christmas leaflet last year, which was an amazing experience’.

‘Excellent training and regular communication’

‘I am so pleased to help out as a volunteer’

‘Everyone at Health in Mind is so friendly. Such a nice environment to be around. I've learned a lot of new things and been able to utilise my skills in a variety of ways. I always feel really appreciated and useful and leave each week with a great sense of achievement and satisfaction. Volunteering has given me structure and purpose and helped me progress into paid work. I look forward to coming in each week and seeing everyone and finding out what interesting tasks I have for that session.’

‘I enjoy giving something back and also benefit from the group and interactions’

Other comments were that some volunteers were unsure about the overall requirements of the service and others felt that it would be good to have more regular get togethers.

## 2.5 Do We Meet Volunteers' Expectations?

	<b>Exp*</b> <b>2019</b>	<b>Met**</b> <b>2019</b>	<b>Exp*</b> <b>2018</b>	<b>Met**</b> <b>2018</b>
I wanted to give something back	73%	71%	76%	73%
I wanted to help other people	73%	56%	68%	60%
I wanted to make a difference	48%	47%	49%	48%
I wanted to learn new skills	45%	49%	52%	50%
I wanted new volunteering opportunities	54%	31%	46%	27%
I wanted my life to have increased meaning	48%	42%	44%	55%
I had spare time/ I filled my time well	39%	40%	29%	44%
I wanted to learn something new	27%	57%	33%	55%
I wanted to feel more confident	43%	49%	44%	55%
I wanted to get a job/ start looking for work through my volunteering	25%	16%	29%	15%
I wanted to spend time with people who have had different life experiences to me	27%	27%	32%	37%
I wanted to feel more part of my local community	32%	29%	41%	37%
I wanted to communicate better with others	20%	27%	30%	47%
I wanted more social contact and to make new friends	21%	26%	33%	39%
I wanted to improve my chances of getting a job	18%	16%	28%	24%
I wanted to go onto training or education	27%	22%	15%	21%
I wanted to share my own experiences	45%	51%	35%	44%
It helps fulfil part of my spirituality	11%	18%	8%	10%

\* expectation

\*\* expectation has been met

Respondents were asked to tick each of the above expectations that they had prior to starting volunteering and then to tick those outcomes they felt they had achieved through volunteering with Health in Mind. The red expectations are those that we do not meet by more than 5%. Those in green are those we exceed by more than 5%.

Additional motivations centred on our volunteers wanting to be part of a caring and supportive organisation and securing a sense of purpose within their life.

We are pleased to see that we are meeting or exceeding nine expectations of our volunteers. The most popular motivations were 'I wanted to give something back', 'I wanted to help other people' and 'I wanted new volunteering opportunities'. In the previous year the top motivations were giving something back, helping other people and learning new skills.

Last year, we exceeded expectations regarding eight categories and this year this has decreased to six categories.

## **Recommendations**

5. Ensure volunteers know the difference they are making. Each team will discuss and agree actions around this
6. Spend time with volunteers better understanding their motivations and expectations for volunteering including introducing a goal planner and review for those who would find this helpful.

## **2.6 The Volunteer Experience**

We asked respondents to give three words that best describe their experience of volunteering with Health in Mind. The word cloud below illustrates the results with the most frequently used words appearing larger.



Most people said there was nothing else that they wanted, and they felt very well supported.

### **For example:**

'Amazingly nothing more needed. This is a valuable experience and has positive impact on myself and my journey of life. ... the [service] supports me allowing me to not only refresh my weekly self-care but contributes to my caring for my immediate family. I cannot thank you for such priceless part of my journey'

'My expectations have been met, totally satisfied with what I do and the support I get.'

'I'm honestly totally satisfied with my experience. I think it is a lovely place with even lovelier people and a pleasure to be a small part of that. Everyone I work with seems happy within their role and team and there is always positive conversations and a nice energy and vibe within the office. I think that speaks volumes about Health in Minds values, how they treat staff and who they employ.'

### **Recommendations**

7. Services to review supervision frequency.
8. Volunteers Managers to explore further opportunities for volunteers to get together.
9. Ensure all volunteers receive information about Health in Mind job opportunities
10. Further promote training opportunities to ensure volunteers are aware of training available to them; review training opportunities offered to volunteers.

## 2.8 Learning

Volunteers were asked to note training they would like to undertake but had not yet had the opportunity to do so. Most volunteers noted that they have had the opportunity to take part in all relevant training.

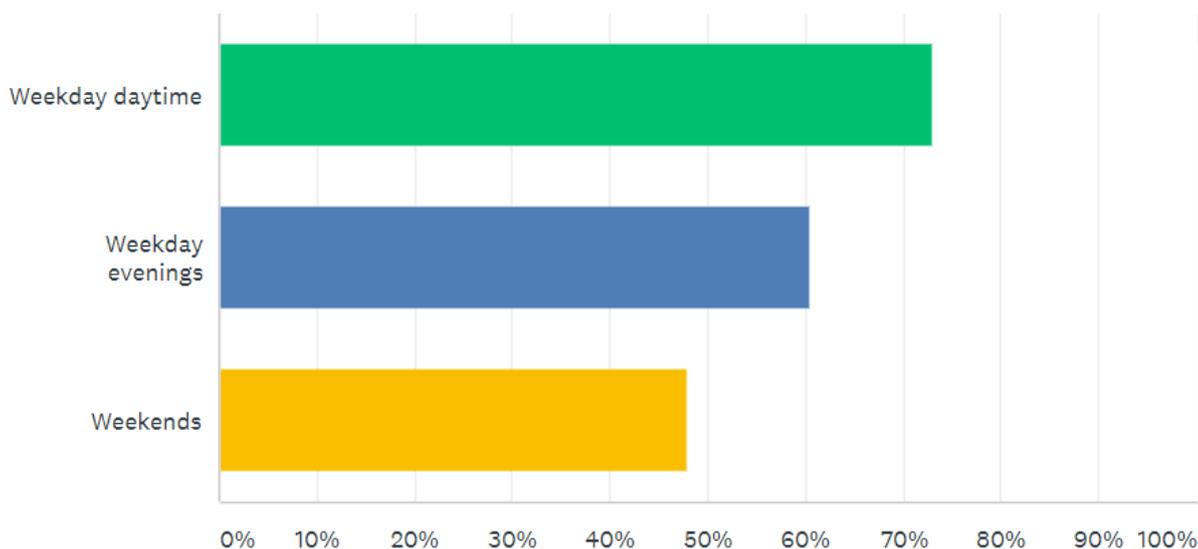
Other responses included:

- Governance
- Scottish Mental Health First Aid
- Boundaries
- Creative Arts
- Trauma Informed Practice
- ASIST
- Scottish Mental Health First Aid for Young People
- Health and Hygiene

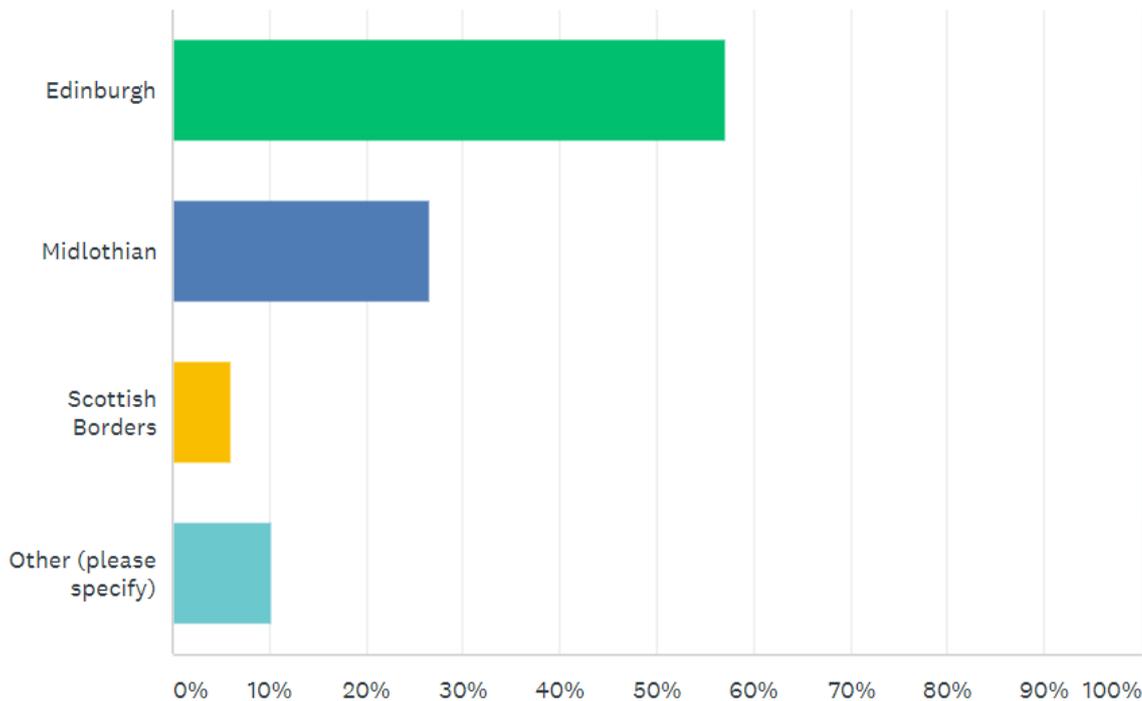
Some volunteers did not know what training was on offer to them. Others noted that practice development groups would be useful.

A few volunteers offered to support staff with training other volunteers.

Respondents told us when they were available for training with most volunteers being available during the week in the daytime. Several volunteers are also available for training at the weekend and weekday evenings.



We asked volunteers where they were able to attend training. Volunteers let us know:



Other responses included:

- West Lothian
- Glasgow

## Recommendations

11. Availability of volunteers and suggestions of courses to be passed on to the Learning and Development Coordinator.

## 2.9 The Volunteer Voice

We asked if volunteers feel informed about Heath in Mind services, news and developments and 79% of volunteers felt that they were informed.

When asked about how we might include the volunteer voice more in decision making within the organisation, volunteers suggested:

- Discuss during regular catch ups and meetings
- Newsletter
- Informal discussion groups/ Volunteer Forum/ information sessions
- Volunteer led session with Managers attending when invited

- Online forum/ online voting
- Invite volunteers to staff meetings
- Surveys and questionnaires

There was a suggestion that there should be a volunteer on the Board. We are pleased to say that we do have a volunteer on the Board of Directors and in fact all Board Directors are themselves volunteers.

## **Recommendations**

12. Consider all of the suggestions above.

### **3. Summary of Recommendations**

1. Continue to ensure that the volunteering section on Health in Mind website is kept up to date
2. Ensure our online presence is active and up to date with volunteering opportunities
3. Continue to develop face to face opportunities to recruit volunteers such as at recruitment fairs and College and University talks.
4. Annual reviews to continue to be completed for volunteers who have been with the organisation more than a year
5. Ensure volunteers know the difference they are making. Each team will discuss and agree actions around this
6. Spend time with volunteers better understanding their motivations and expectations for volunteering including introducing a goal planner and review for those who would find this helpful.
7. Services to review supervision frequency.
8. Volunteers Managers to explore further opportunities for volunteers to get together.

9. Ensure all volunteers receive information about Health in Mind job opportunities
10. Further promote training opportunities to ensure volunteers are aware of training available to them; review training opportunities offered to volunteers.
11. Availability of volunteers and suggestions of courses to be passed on to the Learning and Development Coordinator.
12. Consider suggestions to strengthen the volunteer voice.

#### **4. Update on Recommendations from the 2018 Report**

##### **1. Continue to focus on online recruitment methods.**

We have continued to focus on online recruitment methods but have also rewritten our posters and leaflets which have also had a positive impact on volunteer recruitment.

##### **2. To refresh the Volunteering Section on Health in Mind website.**

This has been completed and as a result the number of volunteers recruited through the website has increased. We will continue to develop and update the website to ensure it is appealing to potential volunteers.

##### **3. Review Volunteer roles on Volunteer Scotland/ local Volunteer Centre Websites to ensure they are up to date and 'sell' our roles to potential volunteers.**

This has been completed and continues to be kept up to date throughout the year. New volunteer roles have been successfully recruited to through the Volunteer Scotland website.

##### **4. Continue to develop face to face opportunities to recruit volunteers such as recruitment fair, college and University talks.**

Work in this area saw an increase in the number of volunteers who have been recruited through fairs, colleges and University talks.

**5. Annual reviews to continue to be completed for volunteers who have been with the organisation more than a year.**

Annual reviews are completed within services and this will form part of our quality assurance checks going forward.

**6. Remove expectation around new volunteering opportunities as this does not have a shared meaning with those responding to the survey.**

We did not remove this expectation, instead we will work with volunteers to better understand what this means. We will also develop and introduced a goal setting process for volunteers to work towards ensuring that expectations are met.

**7. Ensure volunteers know the difference they are making. Each team will discuss and agree actions around this.**

This work was undertaken but further work is needed in this area. This will be discussed and taken forward by the Volunteer Managers Group.

**8. Services to review their contact with volunteers and ensure that it is sufficiently regular and is structured and compliments supervision sessions.**

This has been undertaken. Further work is needed to ensure that regular supervision is taking place for all volunteer roles. This will also be included within quality assurance checks.

**9. Develop volunteer Firesides which are open to all volunteers.**

This action has been carried forward and will be looked at together with opportunities for volunteers to come together across the organisation.

**10. Develop induction information for volunteers which includes information about all Health in Mind Services.**

Health in Mind induction has been revised and there are now two parts to the induction. Volunteers will be welcomed to take part in both parts.

**11. Review how people move from volunteering with one service to another service to ensure this can be as efficient as possible.**

This action is being taken forward by the Volunteers Managers Group.

**12. Further promote training opportunities to ensure volunteers are aware of training available to them; review training opportunities that are not open to volunteers.**

Feedback around training has been very positive this year. Further work will be undertaken in line with this year's recommendations. We are opening as many training opportunities up to volunteers as possible.

**13. Consider developing a Volunteer Newsletter.**

This is being considered as part of wider work around internal communications within Health in Mind.

**14. Availability of volunteers and suggestions of courses to be passed on to the Learning and Development Coordinator.**

This was completed and although not all training needs could be met in 2019, we will continue to work towards ensuring that volunteers have access to a wide range of training opportunities.

**15. Ensure volunteer needs are considered in the development of LearnPro for Health in Mind.**

There was a delay to implementing LearnPro within the organisation. This will be rolled out to staff early 2020 and to volunteers by the end of 2020.

## 5. Health in Mind Volunteer Strategy

We were unable to recruit to our Volunteer Development Worker post in 2019. We will re-advertise this post in 2020 with the aim of the post holder

will reviewing our volunteer strategy which will then inform our work with volunteers for the next two years.

Volunteers will be central to the review and development of the organisational strategy in 2020.

## **6. Feedback from Staff**

In addition to asking our volunteers for feedback, we asked key Health in Mind staff about volunteering in Health in Mind.

When asked the benefits of involving volunteers, staff told us:

‘Having volunteers working with our team has been a great support and they have made a valuable contribution to our service. It has also given them the opportunity to develop existing skills and knowledge. Our volunteers have reported that their experience with us has increased their confidence and contributed to their learning.’ Counselling Manager

‘The peer volunteers are so skilled at connecting with people and creating a space where people can feel listened to and validated. I’m always learning new things from my volunteers. They’re always sharing helpful resources that I’d not come across before or new services I’d not heard of yet. They are interesting, warm and generous individuals and I feel really lucky to be in a team with them.’ Peer Collaborative Development Worker

‘Our volunteers bring a wide variety of skills and life experience to our services. By bringing their whole selves to their volunteering, along with passion and enthusiasm, they make a huge difference in the lives of the people we support. We would not be able to offer the support that we do without our volunteers.’ Support and Development Worker

‘Having volunteers within the Wellbeing College has really helped us to ensure that all of our work is delivered in collaboration with students. Their dedication, passion and insight has supported the us to try new things and explore new ways of working. Our volunteers have reported that their experience with us has helped them to grow and develop new

skills and confidence. It is a joy to have them in our team.’ Scottish Borders Manager

‘Volunteers are the life and soul of Health in Mind, we can only do what we do thanks to them. Our fundraising volunteers show such dedication, enthusiasm and commitment, we are incredibly lucky to have them.’ Fundraising Manager

## **7. A final word from our volunteers**

‘Volunteering can be life affirming and turn your life around. If the stress of traditional education has not worked out for you, volunteering can redirect you into a third sector role. You learn about work soft skills and these can be applied into a vocational role or part time university qualification while you work in the third sector. Most importantly, volunteers help the third sector provide vital community services that improve people's mental and physical health. Without volunteers, communities would fall apart and feel very barren.’

‘You will get something from volunteering not just helping the service user, but help yourself also its a 2-way chain each link helps the other’

‘My hope of making a difference has exceeded my expectation of what is possible even in difficult circumstances’

‘I think it is an opportunity to have a meaningful experience in feeling connected to humans. I think that it is important to know that it's not the best choice if you are looking to feel appreciated, sometimes what you give to the other doesn't show up if not in time and you may work with people so broken that it's hard to notice improvement or if you are making a good difference in their lives. I think this kind of volunteer experience requires a very good knowledge of yourself and of what trauma means and how affects people lives and a balanced positive and realistic attitude.’

'Don't let any fear hold you back, we are a very supportive team and the support and supervision from Health in Mind will empower you to become confident.'

'In my opinion this type of volunteering is a mix of self-care and achieving in a way that makes real and much needed connection by simply listening actively and having a conversation which can impact individuals and their families immensely. This is a simple process to partake however rewarding is an understatement.'

## **Get in touch**

For further information on Health in Mind services, volunteering, employment opportunities, feedback/complaints procedures, or for information about how you can support our work please contact us:

Call: 0131 225 8508

Email: [contactus@health-in-mind.org.uk](mailto:contactus@health-in-mind.org.uk)

Website: [health-in-mind.org.uk](http://health-in-mind.org.uk)

Address: 40 Shandwick Place, Edinburgh, EH2 4RT

Facebook: [healthinmindscotland](https://www.facebook.com/healthinmindscotland)

Twitter: [@Health\\_in\\_Mind](https://twitter.com/Health_in_Mind)