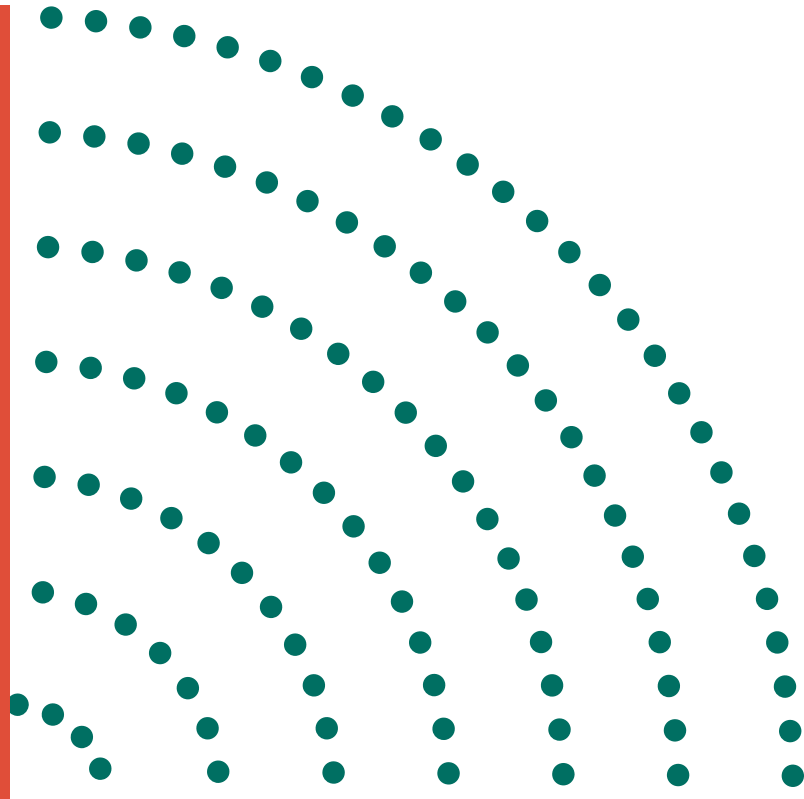


Volunteer Satisfaction Survey



2018 Report
Published April 2019



'I really cannot speak more highly of my experience - and have told almost everyone I know about it!'



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Volunteering with Health in Mind

Health in Mind volunteers are vital in the support we provide. We could not support as many people without our volunteers alongside us and our befriending and peer support teams could not operate at all without them.

In addition to providing support to people using our services, volunteers are also integral in our Fundraising, Administrative support, Orchard Centre Café and supporting our Learning and Development Team.

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

Our volunteers fall into four 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 Orchard Centre Café volunteers)
- Volunteers who are involved with us through Project Scotland and other fixed term volunteer programs.

We currently have a total of 217 volunteers, and over the year 318 volunteers, in the following Health in Mind services:

Service	Whole year	Current	Service	Whole year	Current
Depression and Anxiety Peer Support	15	11	Community Navigator	6	6
re:discover Edinburgh	34	17	re:discover Borders	22	14
re:discover Midlothian	21	15	CLEAR	4	3
Equal Access Edinburgh	45	22	Equal Access East and Midlothian	11	4
Fundraising	70	62	Learning and Development Service	2	1
Peer Collaborative	7	7	Gateway to Wellbeing	4	1
Trauma Support Befriending	25	13	Listening Space	6	5
Online Information and Communication	3	3	Board of Directors	11	11
MAPS	2	1	Orchard Centre Services	30	25

Survey results

Response rate

Service		Service	
Depression and Anxiety Peer Support	82%	Community Navigator	100%
re:discover Edinburgh	94%	re:discover Borders	14%
re:discover Midlothian	33%	CLEAR	66%
Equal Access Edinburgh	14%	Equal Access East and Midlothian	0%
Fundraising	18%	Learning and Development Service	100%
Peer Collaborative	14%	Gateway to Wellbeing	100%
Trauma Support Befriending	31%	Listening Space	20%
Online Information and Communication	100%	Board of Directors	36%
MAPS	100%	Orchard Centre Services	84%

At the time of the last survey, Health in Mind was involving 213 volunteers and the response rate for our survey was 31%. We are delighted to see an increase in the response rate to 42%. We will continue to work to increase the response rate across services for 2019.

Volunteer recruitment

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

	2018	2017	2016	2015	2014
Health in Mind member of staff	9%	25%	19%	22%	10%
Volunteer Centre/Volunteer Scotland Website	7%	20%	22%	15%	17%
I use Health in Mind services	36%	15%	20%	13%	22%
Word of Mouth	14%	2.5%	11%	13%	13%
Volunteer Centre	10%	7.5%	13%	13%	22%
Health in Mind Website	10%	17.5%	11%	13%	8%
Volunteer Recruitment Event (e.g. volunteer fayre)	8%	12.5%	4%	6%	3%
Local newspaper	0%	0%	2%	3%	NA
Radio	0%	0%	0%	0%	NA
Poster	3%	0%	2%	0%	5%
Information leaflet	0%	0%	0%	0%	NA
University/ College	3%	NA	NA	NA	NA

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

- Their Counsellor
- Their GP/ GP Link Worker
- Goodmoves (advert for Board Members)

Recommendations

1. Continue to focus on online recruitment methods.
2. To refresh the volunteering section on Health in Mind website
3. Review volunteer roles on Volunteer Scotland/ local Volunteer Centre Websites to ensure they are up to date and effectively promote our roles to potential volunteers
4. Continue to develop face to face opportunities to recruit volunteers such as at recruitment fairs and College and University talks.

'Volunteering has helped with my recovery and wellbeing.'

Volunteer commitment

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

	2018		2017	2016	2015	2014
Occasional/ monthly basis	23%		NA	NA	NA	NA
1-2 hours per week	26%		67%	52%	63%	39%
3-4 hours per week	20%		15%	20%	23%	30%
5-6 hours per week	15%	5-10 hours per week	14%	18%	11%	16%
7-10 hours per week	9%					
Over 10 hours per week	7%		4%	10%	3%	13%

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

	2018	2017	2016	2015	2014
Less than 3 months	9%	9%	13%	15%	5%
3-6 months	14%	31%	12%	22%	30%
7-11 months	12%	8%	8%	15%	
1-2 years	23%	21%	13%	22%	32%
2-3 years	9%	6%	18%	19%	
More than 3 years	33%	17%	35%	19%	32%

These results show that more volunteers are offering a greater number of hours per week than in previous years, and are staying with Health in Mind for longer. This may reflect the increase in the number of people who are volunteering with us following using our services.

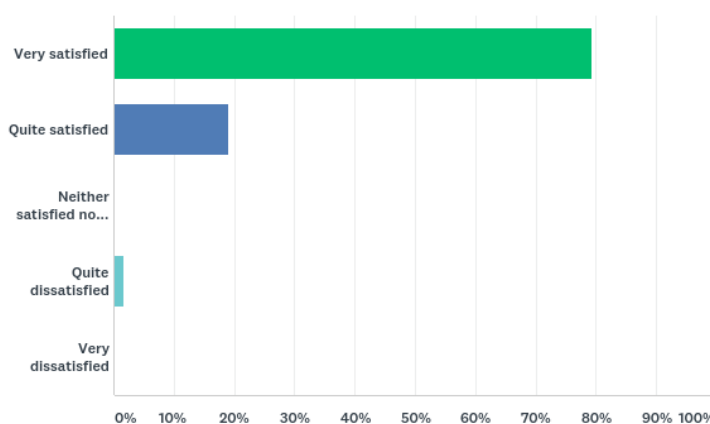
These results indicate that annual reviews should be completed for approximately 65% of our volunteers (and increase from 44% in the previous year).

Recommendations

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

Volunteer satisfaction

Q5 Overall, how satisfied are you with your volunteering experience at Health in Mind?



98% of respondents said they are satisfied with their volunteering experience with Health in Mind, with 79% of these reporting that they are very satisfied. This compares to 95% in 2017.



Some of the comments given:

- 'Everyone's nice and I always have things to do so I feel productive'
- 'Well supported with training to volunteer in the office and good supervision for group work.'
- 'Everyone has been so welcoming and friendly'
- 'I have a busy life working and socially but I lacked a sense of purpose and meaning which volunteering has given me.'
- 'I've enjoyed my time volunteering - people have been very friendly and supportive, my manager checks in regularly to ensure I'm getting as much out of the experience as I'm putting in. I feel appreciated and useful in my role.'
- 'Volunteering puts structure in my week and helps keep me well.'
- 'I have enjoyed all aspects of my volunteering with Health in Mind thanks largely to the professional training and supervision provided by the staff.'
- 'All members of staff I have interacted with have been nurturing and compassionate, i.e. helpful to me as a volunteer and to service users, with an obvious desire to make lives better.'
- 'I am very well supported as a volunteer. This is extremely important to me in order to maintain confidence in my role.'

Other comments received were around some volunteers feeling that they could do more and we will look into this.

'Everyone has been amazing and I feel supported.'

Do we meet volunteers' expectations?

	Exp* 2018	Met** 2018	Exp* 2017	Met** 2017
I wanted to give something back	76%	73%	67%	63%
I wanted to help other people	68%	60%	68%	63%
I wanted to make a difference	49%	48%	53%	33%
I wanted to learn new skills	52%	50%	37%	44%
I wanted new volunteering opportunities	46%	27%	35%	7%
I wanted my life to have increased meaning	44%	55%	33%	33%
I had spare time/ I filled my time well	29%	44%	33%	40%
I wanted to learn something new	33%	55%	28%	47%
I wanted to feel more confident	44%	55%	26%	42%
I wanted to get a job/ start looking for work through my volunteering	29%	15%	23%	12%
I wanted to spend time with people who have had different life experiences to me	32%	37%	21%	30%
I wanted to feel more part of my local community	41%	37%	21%	21%
I wanted to communicate better with others	30%	47%	16%	28%
I wanted more social contact and to make new friends	33%	39%	16%	21%
I wanted to improve my chances of getting a job	28%	24%	16%	14%
I wanted to go onto training or education	15%	21%	14%	10%
I wanted to share my own experiences	35%	44%	12%	17%
It helps fulfil part of my spirituality	8%	10%	2%	5%

* 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 been 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 taking action to keep well and improve their mental health and wellbeing.

We are pleased to see that we are meeting or exceeding most expectations of our volunteers. The most popular motivations were 'I wanted to give something back', 'I wanted to help other people' and 'I wanted to learn new skills'. In the previous 3 years the top motivations were giving something back, helping other people and making a difference.

Last year, we exceeded expectations with regard to eight categories and this year this has increased to nine categories.

Recommendations

7. Remove expectation around new volunteering opportunities as this does not have a shared meaning with those responding to the survey.
8. Ensure volunteers know the difference they are making. Each team will discuss and agree actions around this

Learning

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

Other responses included:

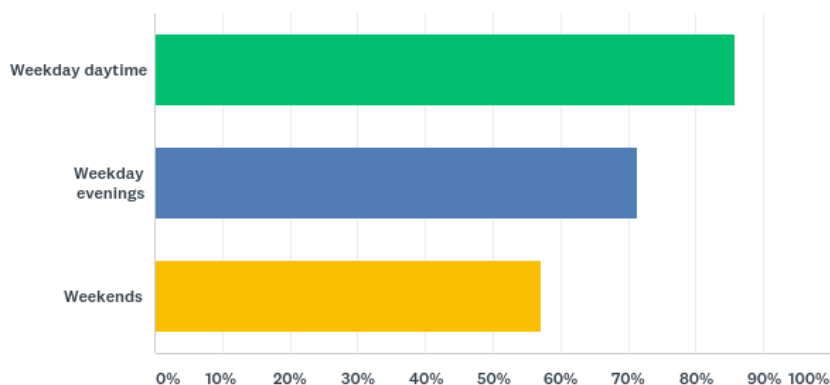
- Peer Support
- First Aid
- Specific mental health topics
- Developing more skills around training and facilitation of groups
- Trauma awareness
- CBT
- Scottish Mental Health First Aid
- ASIST/ Safe Talk
- Social Media and Chatbots
- Boundaries
- Learn more cooking skills
- Governance

It was also noted that:

- Some courses are oversubscribed
- Unaware of training on offer

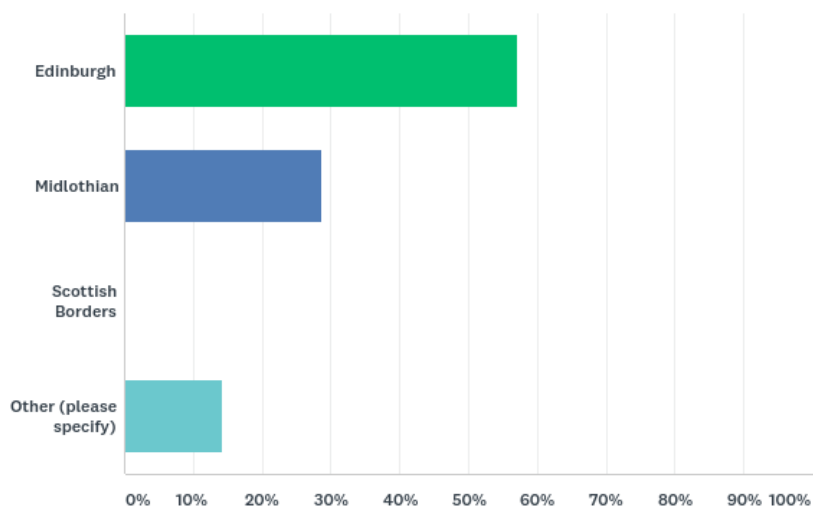
Respondents told us when they were available for training with most volunteers being available during the week in the day time. A number of volunteers are also available for training at the weekend and weekday evenings.

Q11 When are you available for training? (please tick all that apply)



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

Q12 Where are you available to attend training?



Other responses included:

- West Lothian
- East Lothian
- All of the above
- Edinburgh and Midlothian

Recommendations

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

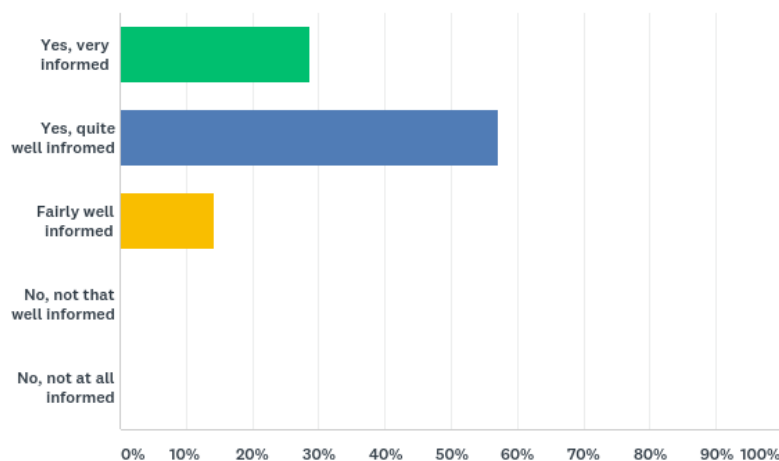
15. Ensure volunteer needs are considered in the development of LearnPro for Health in Mind.



The volunteer voice

We asked how well informed volunteers feel about Health in Mind services, news and developments. Volunteers told us:

Q13 Do you feel well informed about the services, news and developments of Health in Mind as an organisation?



This is higher than in 2017.

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

- There are enough things in place to give feedback and options in place already
- Use email or more surveys, votes or polls online
- Volunteer Conference/ Seminar
- Letting volunteers take on more responsibility
- Have a volunteer on the board of Health in Mind ask for their feedback
- Invite volunteers to be part of steering groups and committees that plan and execute projects.
- Social opportunities for example a shared lunch
- Volunteer newsletter to prompt ideas and feedback
- Volunteer group overseen by volunteers
- Health in Mind Board of Directors; and that all Directors are volunteers.
- More formal/informal meetings with volunteers
- Facebook group
- Co-production panel
- Open evenings to find out about new services
- Time at end of day to attend meeting

Recommendations

16. Consider all of the suggestions above.

17. Share more about the Governance of Health in Mind to ensure volunteers know there is a volunteer on Health in Mind Board of Directors; and that all Directors are volunteers.

Summary of recommendations

1. Continue to focus on online recruitment methods.
2. To refresh the Volunteering Section on Health in Mind website.
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.
4. Continue to develop face to face opportunities to recruit volunteers such as recruitment fair, college and University talks.
5. Annual reviews to continue to be completed for volunteers who have been with the organisation more than a year.
6. Remove expectation around new volunteering opportunities as this does not have a shared meaning with those responding to the survey.
7. Ensure volunteers know the difference they are making. Each team will discuss and agree actions around this.
8. Services to review their contact with volunteers and ensure that it is sufficiently regular and is structured and compliments supervision sessions.
9. Develop volunteer Firesides which are open to all volunteers.
10. Develop induction information for volunteers which includes information about all Health in Mind Services.
11. Review how people move from volunteering with one service to another service to ensure this can be as efficient as possible.
12. Further promote training opportunities to ensure volunteers are aware of training available to them; review training opportunities that are not open to volunteers.
13. Consider developing a Volunteer Newsletter.
14. Availability of volunteers and suggestions of courses to be passed on to the Learning and Development Coordinator.
15. Ensure volunteer needs are considered in the development of LearnPro for Health in Mind.
16. Consider all of the suggestions for greater involvement
17. Share more about the Governance of Health in Mind to ensure volunteers know there is a volunteer on Health in Mind Board of Directors; and that all Directors are volunteers

Update on recommendations from our 2017 report

Social Media

Teams have worked with Health in Mind's Communication Manager to develop our use of social media for promoting volunteering. This will continue into 2019.

Continue to develop face to face opportunities to recruit volunteers

Work has been undertaken in this area however, the number of volunteers who were recruited through volunteer recruitment fairs has reduced. We will review this in 2019 and decide on further investment in attending fayres

Volunteer Handbook

The Volunteer Handbook was reviewed in 2018 and a new improved version is now available to all volunteers. Changes were made based on feedback from staff, volunteers and from good practice guidance.

Volunteer Policies

The Volunteer Policy and Volunteer Expenses Policy were reviewed in 2018.

Health in Mind Volunteer Strategy

In 2019, we will recruit a Volunteer Development Worker. The post holder will review and refresh our volunteer strategy which will then inform our work with volunteers for the next two years.

Volunteers will be central to the review of the current strategy and development of our strategy going forward.

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:





'The anxiety and depression support groups in my own service could not happen without the peer volunteers. The compassion, dedication and energy they bring to supporting other people is incredible. So many of our volunteers (not only the peer volunteers) have had their own mental health difficulties. To take these experiences and turn them into positivity whether through supporting people directly, fundraising for us, speaking to people in the community about what we do or leaving delicious vegan sweet treats (thank you vegan baker – you never stay long enough for us to tell you how much we appreciate you!) is inspiring and makes me feel lucky to be able to be around such wonderful people.'

Hayley Chandler, Peer Collaborative/ Anxiety and Depression Peer Support Development Worker



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 at:

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