



## Community Panel – Experience and Views on Volunteering Survey

Results from the second survey

This survey was live between 5th and 23<sup>rd</sup> March.





## Background to the panel

- Frimley Health and Care Community Panel has more than 1,700 members (recruited throughout the Summer of 2019) representing people who live in Ascot, Bracknell, Farnham, Maidenhead, North East Hampshire, Slough, Surrey Heath and Windsor.
- The panel helps us to gather views from a representative section of our community to understand needs and experiences when planning and improving health and care.
- This is the 2<sup>nd</sup> survey that the panel have been asked to complete. The last survey was completed by 29% of the panel and was on the subject of your health and wellbeing.





## Survey results

Survey was sent to 1563 participants

248 people completed the survey –

*48% from NHS East Berkshire*

*33% from NHS North East Hampshire and Farnham*

*19% from NHS Surrey Heath*

16% of the panel responding to the survey

65% of those responded were females

35% of those resounded were males

160 females responded to the survey and 86 males

Survey consisted of 12 questions

4 of these were mandatory to ensure that the questions we needed answering were complete

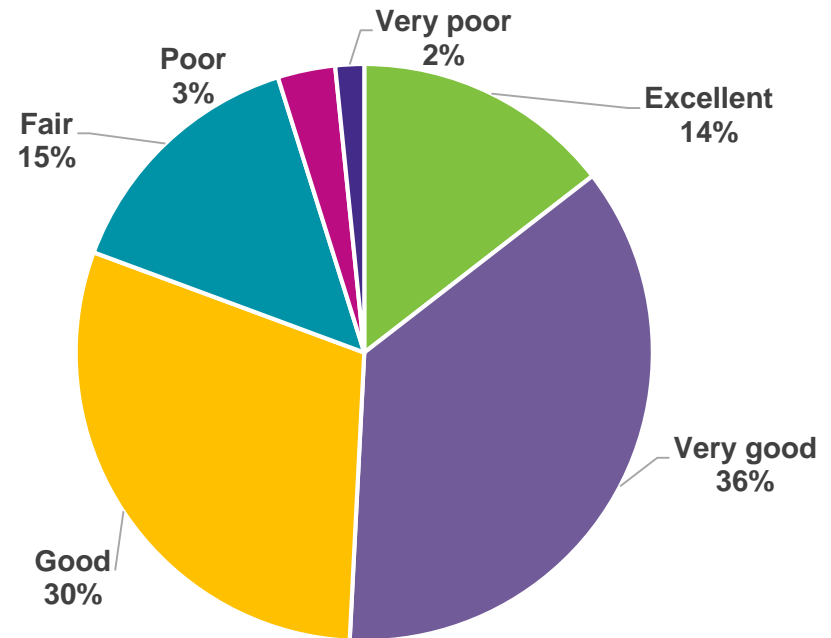


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## Question 1: Over the last six months would you say your health has been on the whole, been?

- 80% of those who took the survey said their health was excellent, very good or good
- 160 Females – 132 said their health has been either excellent, very good or good
- 86 Males – 67 said their health has been either excellent, very good or good
- 115 people aged 60+ stated that their health was excellent, very good or good

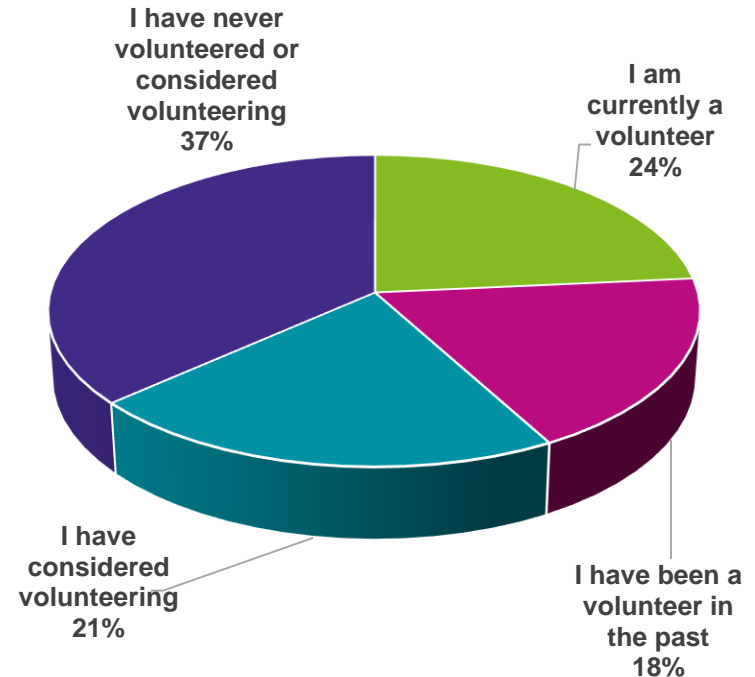


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## Question 2: Please select the answer that best applies to you

- 66 of the females who responded are currently volunteering or have previously volunteered
- 32 of the males who responded are currently or have previously volunteered
- 76 of those who responded aged 50+ are currently or have previously volunteered.
- Just over 36% of people who responded to the survey stated that they have never considered volunteering



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## Question 3: Please If you are currently volunteering please briefly describe your role.

We had 55 responses to this question, some of the roles that the respondents said they had included working in various charity shops, helping at schools or clubs after school, helping at religious facilities and also various admin roles in different settings.

A number of the respondents stated that they did more than one type of volunteering, some of these are more demanding than others.

Some of the other examples of volunteering roles given are below:

- Puppy boarder for Guide dogs
- With a registered charity who rehome Setters from abroad, as an adoption coordinator.
- Neighbourhood Watch Coordinator.
- Civilian Instructor for the Air Training Corp.
- Wheelchair Basketball coach





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## Question 4: How would you define ‘volunteering’?

We had over 83% of respondents give an answer to this question, most of those who answered stated that they defined volunteering as giving their time for no pay, or helping someone who may need help. Some more examples are below:

- A fantastic opportunity to do something useful and worthwhile with a wide range of other people from lots of different backgrounds with varied experiences and skills. Great to share knowledge and skills , to learn new things and to be social and engaged. I just love it!!!
- A way of supporting my community and having fun
- Doing something for others in a service provided to support the community.
- Giving of your free time to help an organisation that provides a charitable service to benefit humans and/or animals.
- Help, support organisations for the quality of life without looking for reward
- I consider volunteering would involve giving my time and whatever skills I have freely, to help others accomplish a goal, however simple that help might be.
- Someone who gives up their time to help others.
- Working for free to gain experience



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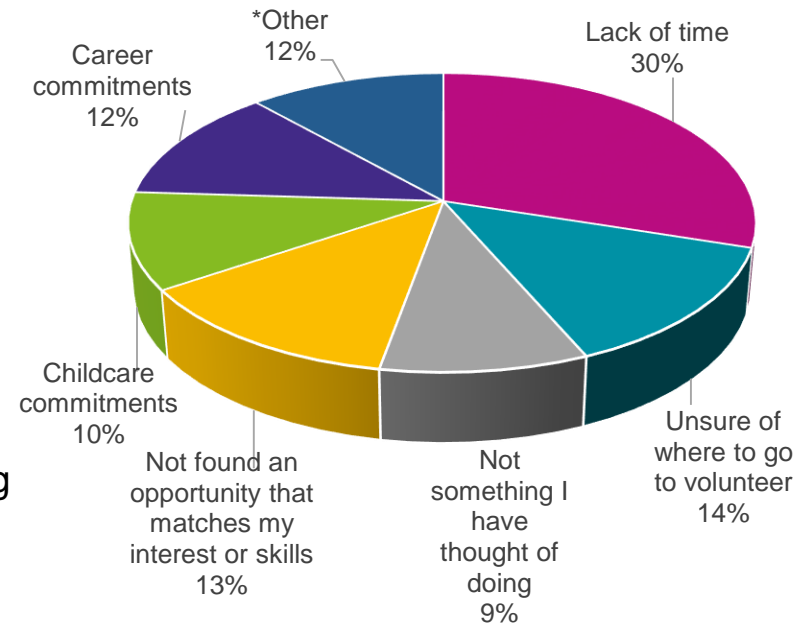


## Question 5: In your opinion/experience, what are the main barriers/challenges to volunteering?

You can see from the chart opposite that a lack of time is one of the main barriers or challenges to volunteering.

We had 41 other comments to this question, some of the barriers or challenges included:

- **Age of respondent** – some felt they were too old to volunteer
- **Health** – some respondents stated that their failing health would be a barrier as some days they felt fine but others they didn't
- **Travel issues** – some stated that they have issues getting on public transport or access to travel that was suitable, others stated that traveling to unknown areas would be a problem
- **Commitment to a service** - we had people state that they were uneasy committing to set days or times each week





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## Question 5: In your opinion/experience, what are the main barriers/challenges to volunteering?

Some of the additional comments included:

- Wary of how much I will be asked to do!
- Travelling to unfamiliar areas / car parking
- Getting older and more fragile!
- I have not felt ready to commit myself after being a carer for my husband after his four year illness and eventual death.
- I am committed to serving my church so my time is already being utilised



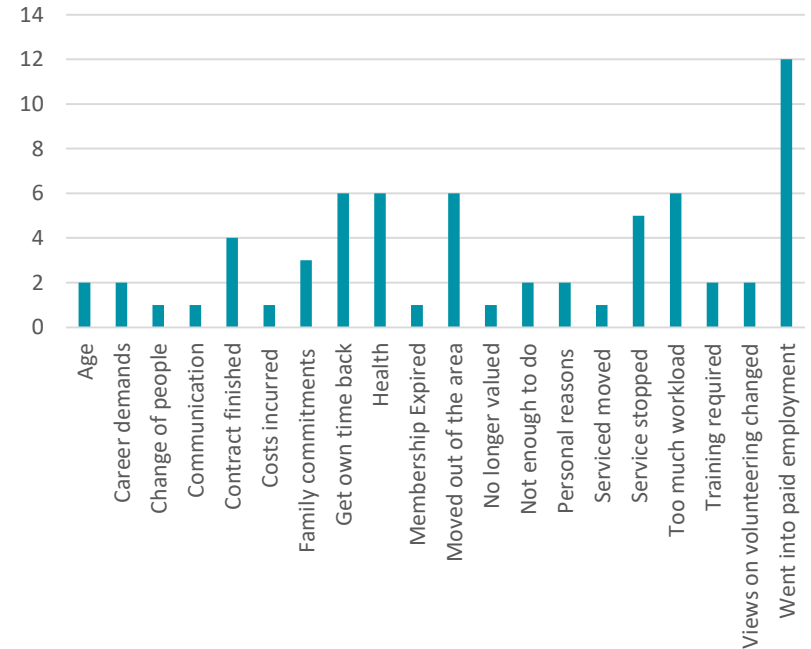
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## Question 6: If you have previously volunteered and stopped could you tell us why

66 people gave additional responses to this question, the chart opposite shows the main reasons people gave as to why they stopped volunteering, the top answers were:

- Went into paid employment
- Get own time back
- Health
- Moved out of the area
- Too much workload



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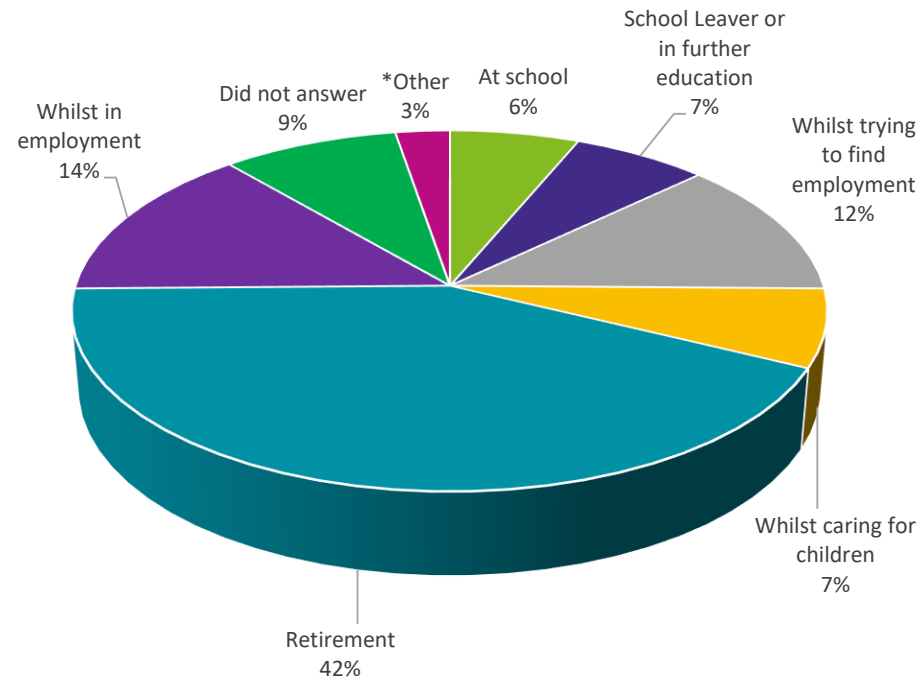


## Question 7: If you have or were to volunteer, at what stage in your life did you or do you think you would do this?

The chart opposite shows that 42% of those who answered the question stated they would volunteer during retirement.

Some of the other responses to this question were:

- When I became a Christian my view of life changed and I was keen to serve others from that time
- If left on my own



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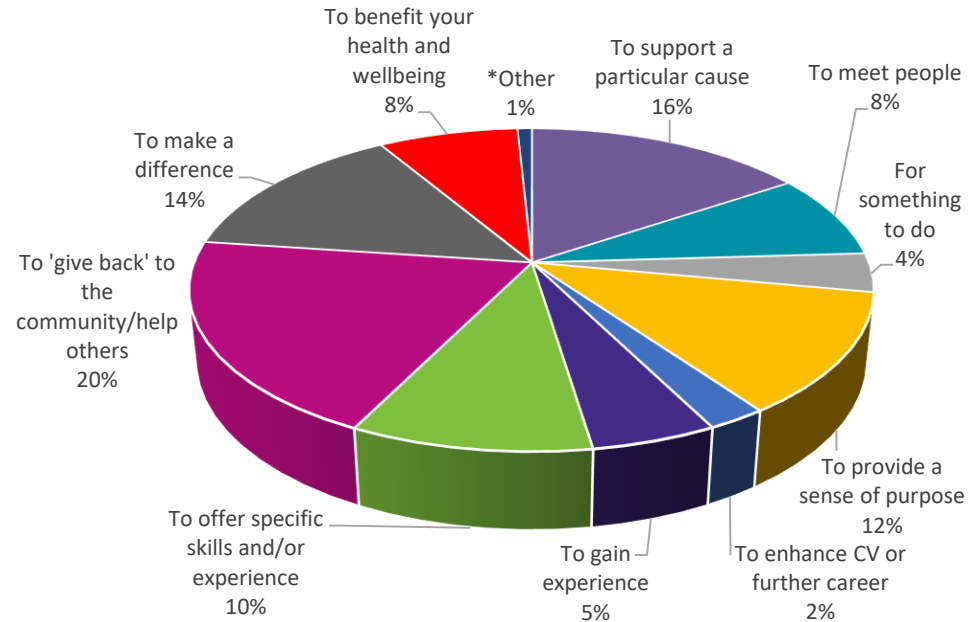
## Question 8: What are, or would be, your motivations for volunteering?

From the chart opposite we can see that the top 3 motivations for volunteering are:

- To 'give back' to the community/help others
- To support a particular cause
- To make a difference

Some respondents also gave other motivations for volunteering, some of these are below

- Because I want to
- No time to volunteer
- Don't want to/would not volunteer



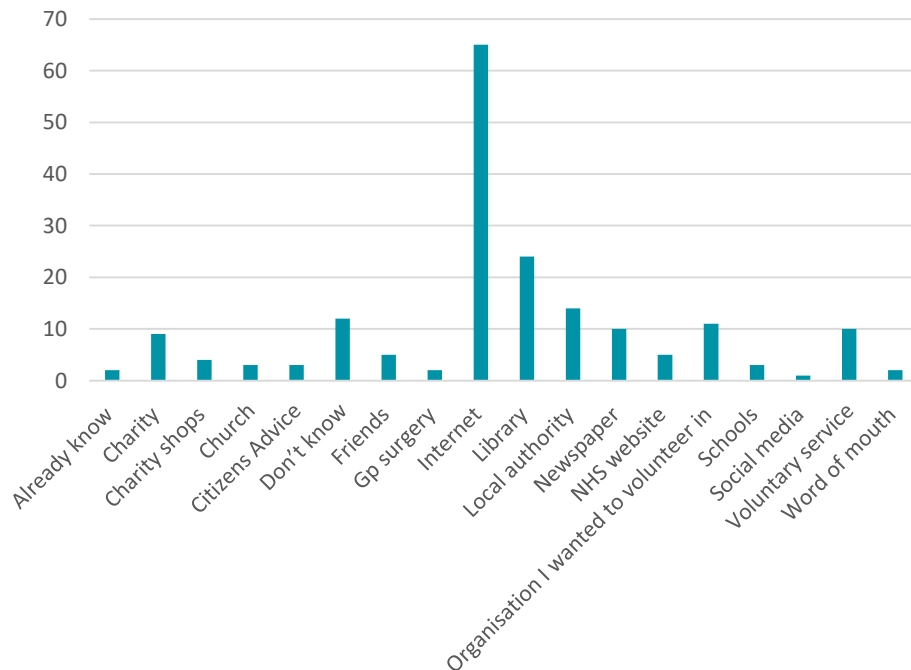
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## Question 9: If you were considering volunteering or wanted to find out more where would you go to find information?

You can see from the chart opposite that most of those who answered this question would use the internet to find out more information on how to volunteer, this was followed by the local library and also the local council/authority.

Some of those who answered the question stated that they didn't need to look for places to volunteer as they already did.



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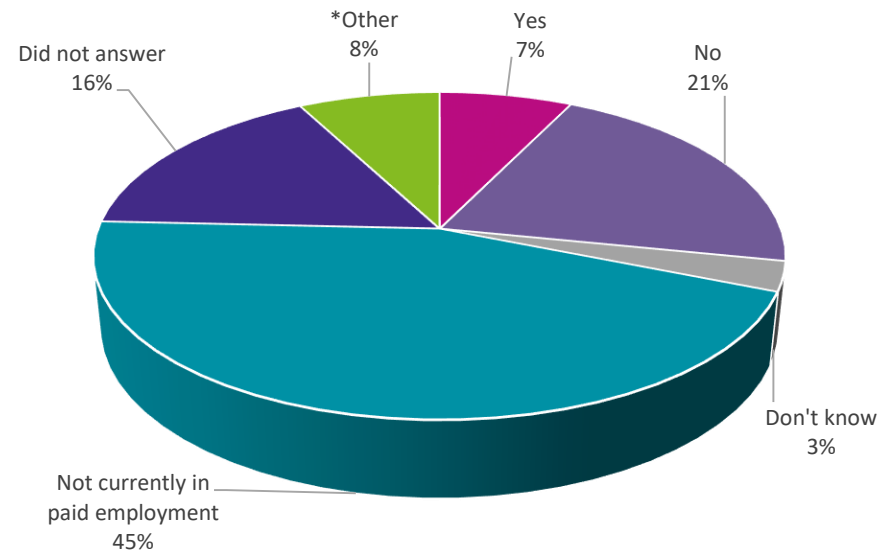


## Question 10: Does your workplace organise team volunteering or the offer to undertake volunteering during work time?

Nearly half of those who answered this question stated that they were not currently in paid employment.

Only 7% of those who answered stated that their workplace organised team volunteering or offered the chance to undertake volunteering during work time.

Those that gave an another answer to this question in the Other section stated that they were either self employed or retired.







## Question 11: If yes, please provide further information

16 people answered this question, some of the answers given included:

- Annual staff conference
- As part of corporate social responsibility programme. Also I created an opportunity for a charitable secondment by asking for it - best thing I ever did - changed my life quite literally!!!
- Have to do an annual volunteering task or charity fundraiser
- I have just had a look on my company intranet, and there is a whole host of information on volunteering. I'm also allowed 5 days of volunteer leave every year to support a charitable organisation
- Paralympic sporting opportunities
- Self employed as Artist. Volunteer by own initiative
- Time off and encouragement to participate in group volunteering
- Time off is allowed for voluntary work but it is limited
- Volunteer groups for local charities and one day annually allocated for personal volunteering.
- Volunteering is for a range of areas
- We have a chosen charity which we vote for every two years. We are encouraged to volunteer. Quite often this will be with a team from within your department. We can take two half days per year to support the cause
- You can apply to take time off work to volunteer but it is unpaid



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## Question 12: Is there anything else you would like to tell us about volunteering?

We had 82 responses to this question, there was a mix of positive and negative experiences and comments on volunteering. Some of the responses to this question are found below:

- Although it's a good cause , it can sometimes take its toll on you.
- Apart from being a new learning experience, it is a chance to meet people in a new environment. I have met many people that I would never have met in my role during my previous employment. With learning about, and contributing to a cause of importance to an individual this develops a sense of positivism that their contribution of time and effort are appreciated and valued. "
- As a non driver and with a patchy bus service some opportunities are not possible for me.
- Everyone should try it.
- Experience shows that the responses and experience of recruiting volunteers needs to be welcoming, flexible and potential volunteers kept in touch with the process. There needs to be adequate resource within an organisation to handle enquiries and volunteers sensitively and be available.
- Flexible volunteering is always important to me
- Get involved in something that interests you. It is beneficial to you and the organisations/people involved.
- Happy to volunteer when I find a cause that holds my interest.
- I believe communities should have more information about those that need help, if they are happy for people to pass the word. Sometimes you only find out someone is having trouble finding help in a passing word. Non rural communities seem to less friendly, keeping themselves to themselves and do not think of other people (personal experience of where I live). Those that need help in these communities often become lost in the silence.
- I have absolutely no wish to do any volunteering. I am now 65 and my time is worth far more to me than anything else. Also it is possible that I may contract then die of coronavirus in the near future.



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## Question 12: Is there anything else you would like to tell us about volunteering?

- I prefer to volunteer on an ad hoc basis rather than a regular day
- I think that this country relies on volunteers to do work that should be paid. If it wasn't for volunteers a lot of people in this country would suffer.
- It is usually rewarding when you feel useful. Informative: You can learn a lot about the area you are volunteering for. Sociable: you can make new friends. It can be a foot in the door of employment! Always helpful on a CV
- It would be better if there are more opportunities in technical field / engineering / studies related field to gain some experience.
- It's important to make volunteers feel that they are valued and doing something worthwhile. It is also important that proper guidance is given, where required, or else volunteers will feel that the best use is not being made of their time and experience.
- Met new people very rewarding
- Only that I benefitted as much as the organisation I did voluntary work for.
- Some volunteering is considerably more onerous than
- The "rewards" of volunteering has to be made clear and delivered.
- There is an enormous untapped potential for volunteering but to access this resource we need more clarity on what and how I can do as a volunteer. People want to volunteer but it is not easy to find out how!
- Volunteering is great and is a brilliant way to make changes in communities. It can bring people together and help others. However it is important to acknowledge that volunteering is not an unbiased good in all situations. Volunteering is work and on the whole work should be valued and paid for. Volunteers have been used as job replacement for work that should be paid for, such as in libraries, and can put people out of work.
- Volunteering is hindered (quite rightly) by DBS checks - it would be helpful if an individual could hold a DBS check at various levels which are applicable across the country rather than having to apply for each individual location and level

