

Volunteer Evaluation & Data Analysis Report - Jan 2023

Aim of Evaluation:

The focus of this evaluation was to establish a baseline viewpoint of our current volunteers' experience of volunteering at Hale Community Centre. The survey was also used to establish and promote Hale Community Centre's Vision, Aims and Values and set in motion a more coordinated approach to our rapidly growing bank of volunteers. Volunteers were required to say if they agreed/disagreed with these and then sign up to these. 100% agreed.

Page 2 onwards is an analysis of questions asked and also useful comments which reflect individual experiences of volunteering at the Centre. The final paragraph is a case study of ***Volunteer 1.***

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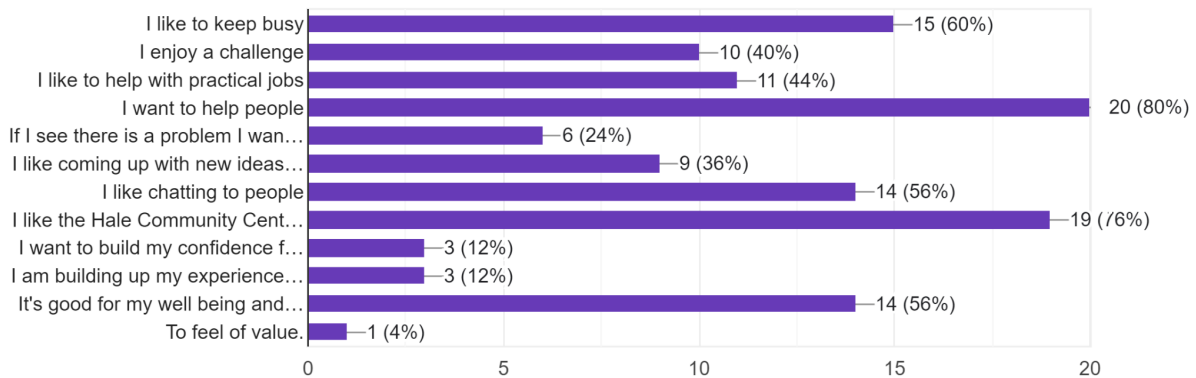
If you are new to us, in what ways would you prefer to help? (please tick all that apply)

13 responses



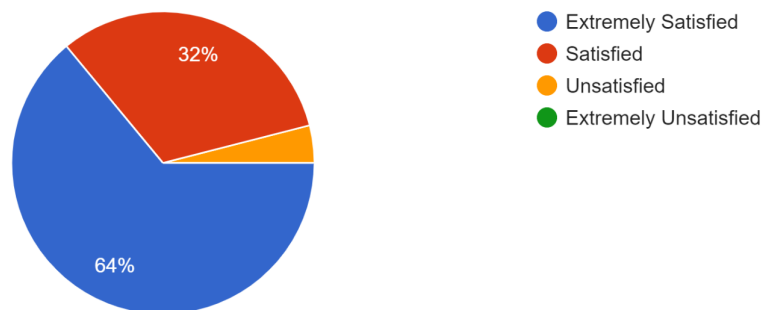
Why do you like to volunteer? (please tick all that apply)

25 responses



If you are already volunteering with us, how satisfied do you feel in your role?

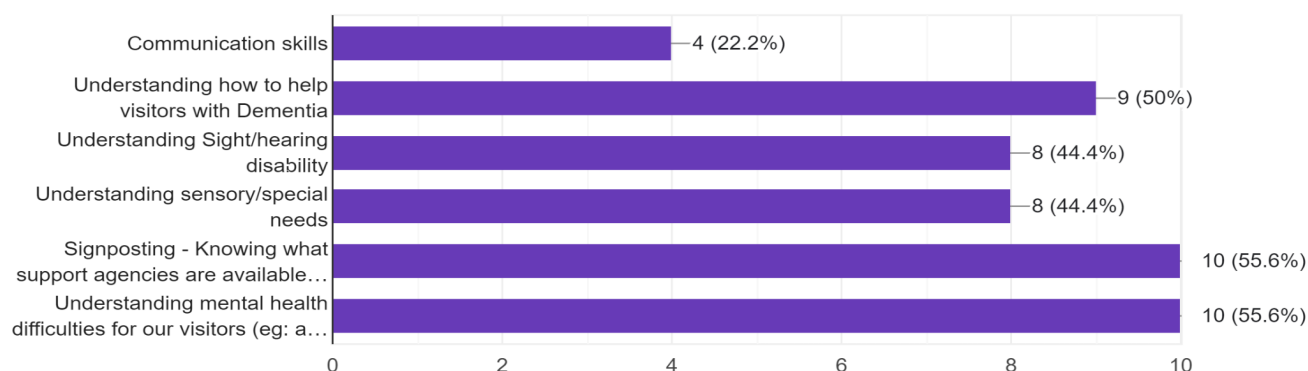
25 responses



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Training Opportunities: In best serving our community at the centre, what training would interest you? (please select all that apply)

18 responses



Why do you Enjoy Your Role?

I love it / Wonderful volunteers and the Team of Hale.

Over the 5 years that I have been coming to the centre the opportunities to support in a variety of roles have grown and the atmosphere has become increasingly relaxed and friendly. I feel the balance between those having to make decisions and those supporting as volunteers has improved and as a result of that, all voices are heard and valued.

I love feeling like I'm playing a role in the community. Working with the youth club over the past year, I feel that I've made some really strong connections with the young people and would hope that we are steering them in the direction of success and supporting them where they may be missing this at home.

I enjoy keeping food out of landfill and helping others share too. x 2

I like to have a variety of roles, which the centre provides me with, but I also need flexibility as I am not able to commit to permanent, regular times. I find that the centre enables me to do this.

I'm a volunteer in the stay and play , I love seeing the kids every week and helping them create masterpieces on the craft table . And also love just chatting away to all the mums and dads .

I am enjoying working in my local community, making new friends and working in such a good team of people. I am pleased to be able to use my knowledge and skills to help local residents, as well as learning all the time myself.

I feel supported by the office staff. I recently had a problem with picking up the waste food collection in the evening and when I expressed my concerns I was listened to and action was taken quickly. Staff & volunteers are friendly and helpful.

Being on the front line a bit. Able to spot and support someone in need or despair. Sign post, hear them

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| <i>and hopefully ease any anxiety around reaching out for help.</i> |
| <i>The change in people's lives</i> |

| Suggestions/ Changes You'd Like in Your Role |
|--|
| <i>I think I could do more not sure in what way</i> |
| <i>I'd like to be able to commit to a collection or two that fit around my working hours. Certain volunteers pick up multiple collections from the same supermarkets but are unwilling to share the love</i> |
| <i>Lack of involvement/interest of local people from the community in the garden</i> |
| <i>More visibility to what needs helping with then if you can help you can pick it up and let Sue know</i> |
| <i>I'll be honest I think the only thing I'd change is not to have the big blue cage in there as sometimes there is a lack of space.</i> |
| <i>It would be useful to know what volunteering opportunities are available at any time. Maybe a Volunteers Bulletin Board on the website with all the latest opportunities?</i> |
| <i>Sue is amazing, keeping us all organised and confident in what our roles require, whilst making us feel valued and so welcome. Well done Kathy for "swimming against the tide", at times, to get the funding and resources needed to enable us to swan in and out ad hoc!</i> |
| <i>I have helped at community events such as pop up cafe, kids activity mornings & have enjoyed doing so. I have always felt welcomed and supported by the HCC staff. I'm moving to another area shortly so sadly I may not be able to offer my time in the future.</i> |

More detailed comments: Case Study Volunteer 1

"Previous experience of 25years in the care and support services.....But my world changed 6 years ago and my mental health suffered gravely. Leaving me unable to work or hold down a job."

"I think it is great that there is an overall accountable member of staff to lead/managing/supervise volunteers. So you can approach your line manager ie:food cupboard ect. But there is extra direction support and training, skills being able to be transferred and individual skills utilised"

Volunteer 1 commented they are extremely satisfied in their volunteer role.

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