

Beneficiary Volunteer Survey Report 2021

47 Surveys were sent out in Nov 2021

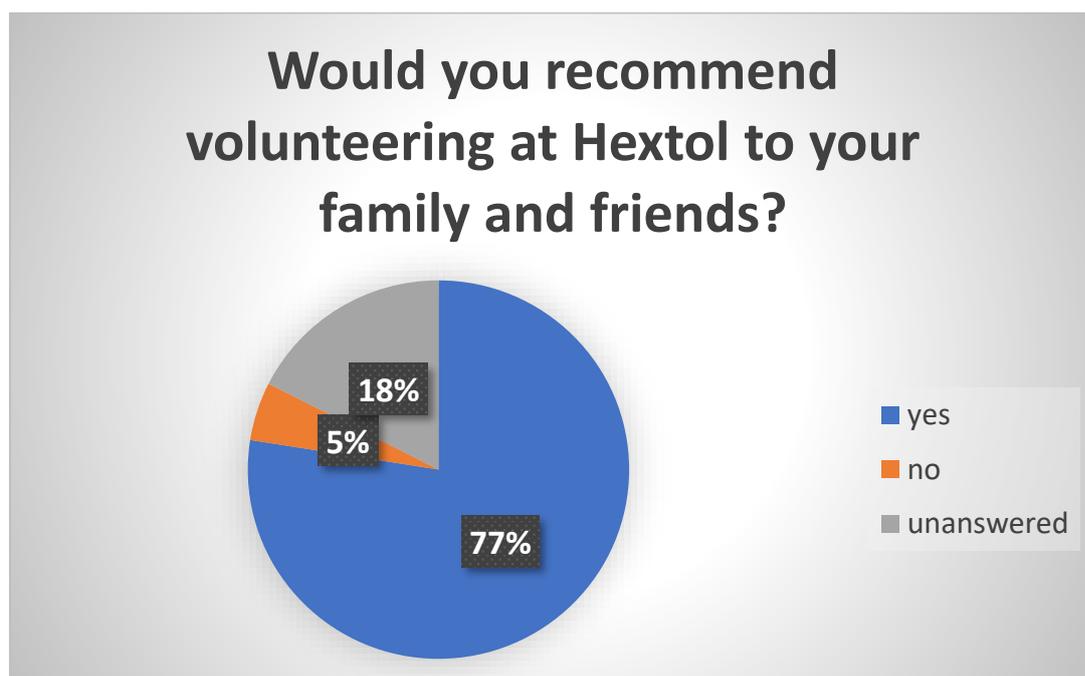
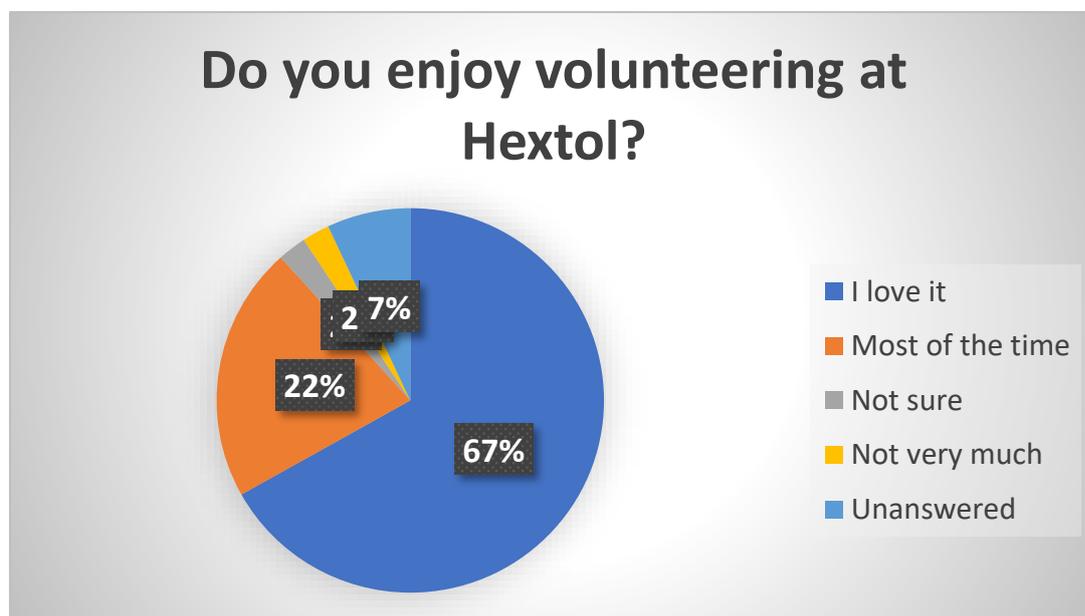
40 were received back

Those which were not returned were chased up and recipients were either recovering from illness or did return the form for unspecified reasons.

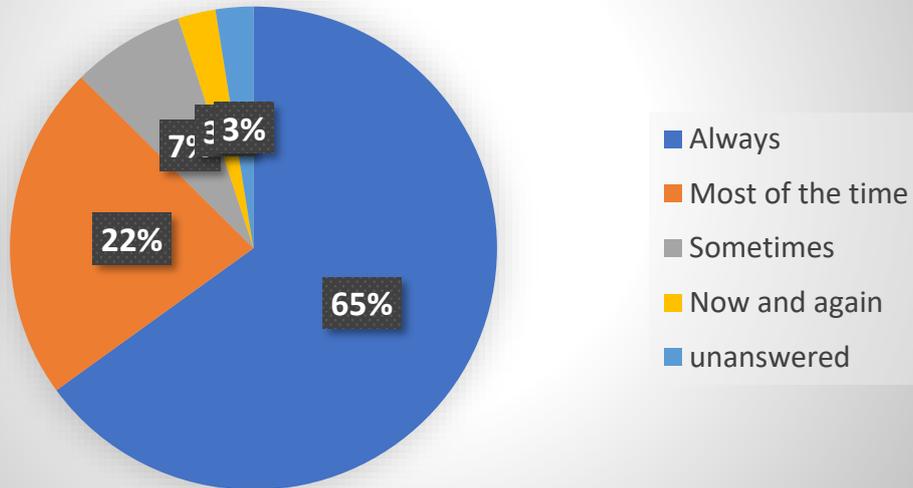
Not all the questions were answered by all the volunteers.

A few qualitative interviews across services were also conducted but these did not reveal any more information than the written surveys. It may be that interviews with those who did not complete a survey will reveal more.

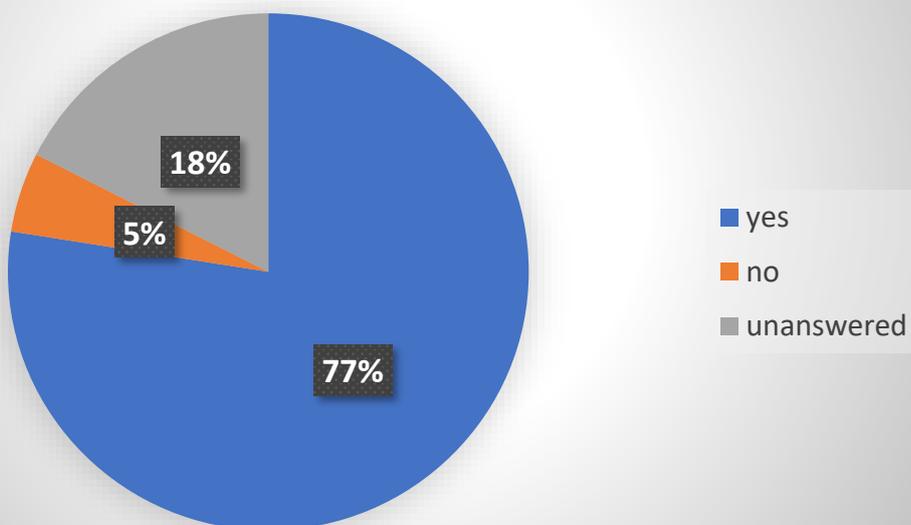
Quantitative questions & answers:



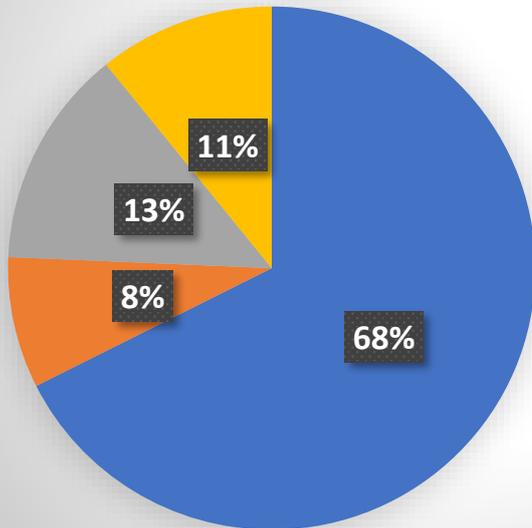
I am made to feel a valued team member at Hextol



Would you say the core and job skills were important to you?

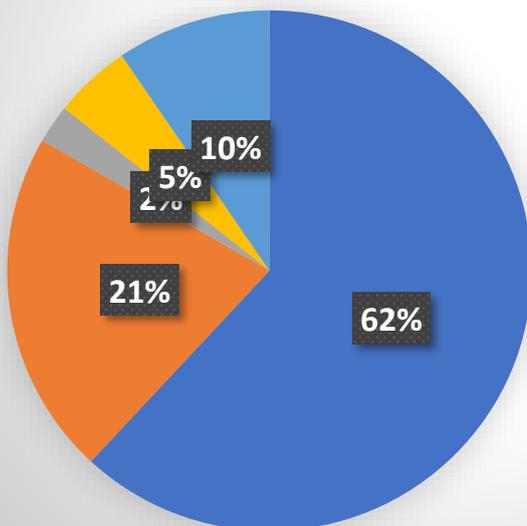


Social Events(only one-the BBQ this year)



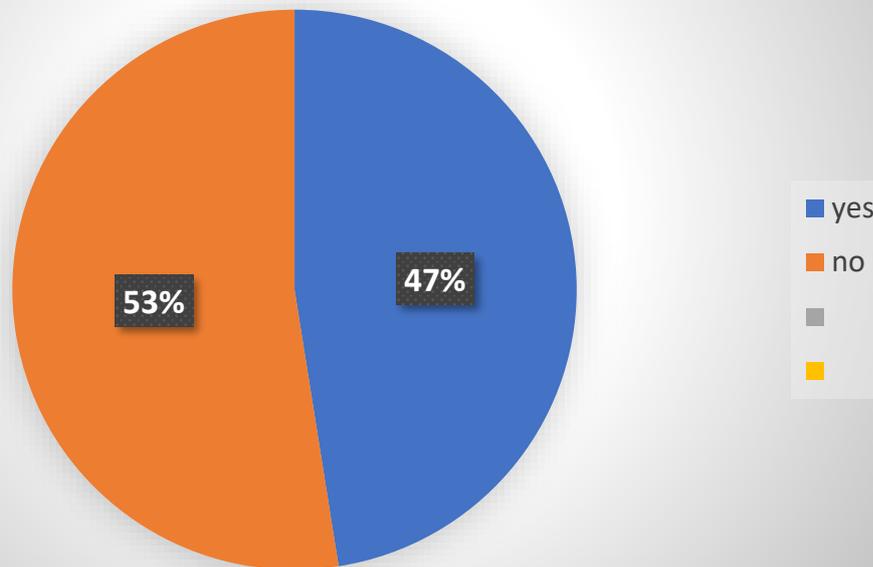
- The social events are great I really enjoy them
- I go to social events but I don't enjoy them very much
- I don't go to social events
- not applicable (started after the BBQ)

Has returning to Hextol following the lockdown made you feel happier?



- a lot
- a little bit
- not at all
- doesn't apply (started volunteering after lockdown anyway)

Would you like to try a different area?



Qualitative questions were:

If you could change one thing about Hextol what would it be?

- The answers were practical ones relating to the particular service e.g., introduce another Greenbox shift, have a checklist of equipment before we go on a gardening job,
- Other answers were very personal, relating to skill development e.g., "I would like to learn how to use the till"

What do you like best about volunteering at Hextol?

- The answers for this revolved around the theme of connection with people and how much the volunteers value interaction with staff, other volunteers, and customers. "The people I work with are nice and helpful"

"meeting different people to the regular people you see day to day"

"I enjoy everything and going to social events and seeing friends and making new friends"

"I like developing skills and meeting people in the café"

Gardening volunteers also clearly enjoy getting out and about and visiting new places. "I get to drive into the countryside east of Newcastle" "I like going to new places"

What do you like least about volunteering at Hextol?

- There were far fewer answers for this question, and they related to specific tasks:

“nothing really but I suppose the cleaning side of it”

“taking weeds out of the pavements”

also “talking to strangers until I know them”

Only one volunteer commented negatively about covid restrictions in place (e.g. wearing masks indoors)

Is there anything else you would like to tell us?

There were some lovely comments from volunteers in this section such as:

" Just I enjoy it very much and love coming!"

"everything is alright feeling much happier about returning to work and seeing everyone again"

"I am enjoying working with Hextol foundation/I love life"

Conclusion

Generally, the responses were incredibly positive. For some volunteers completing such a survey, with support, is a huge challenge. JE will be following up those who have not completed forms to undertake a more qualitative interview.

Any individual suggestions or requests will also be followed up on a case-by-case basis.

One outcome worthy of note are the numbers wishing to try something different. This will take time to explore with individuals and accommodate where possible.

Finally, there were some interesting individual comments which did not particularly fit into any category but are worthy of note. For example, a Newcastle gardening volunteer who would love to volunteer in the café but appreciates he cannot due to distance.

Thanks must go to the volunteers and their carers and family who took the time to complete the survey

JE 08/12/21