



## Hextol Beneficiary Survey Report 2022

51 surveys were sent out in Nov 2022

32 were received back (63%)

Those not returned were chased up and reminders sent.

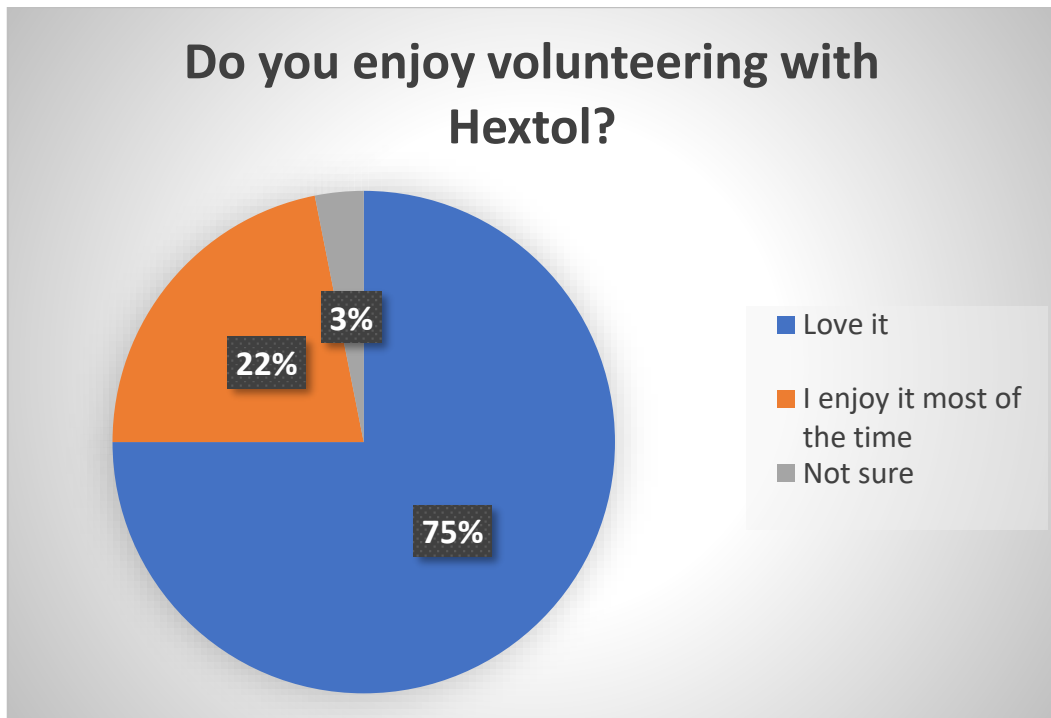
The response rate was slightly disappointing compared to last year (85%)

There were factors which contributed to the lower response rate mainly the fact they went out at the same time as other communications, and we will learn from this. The next survey will be delayed until January 2024.

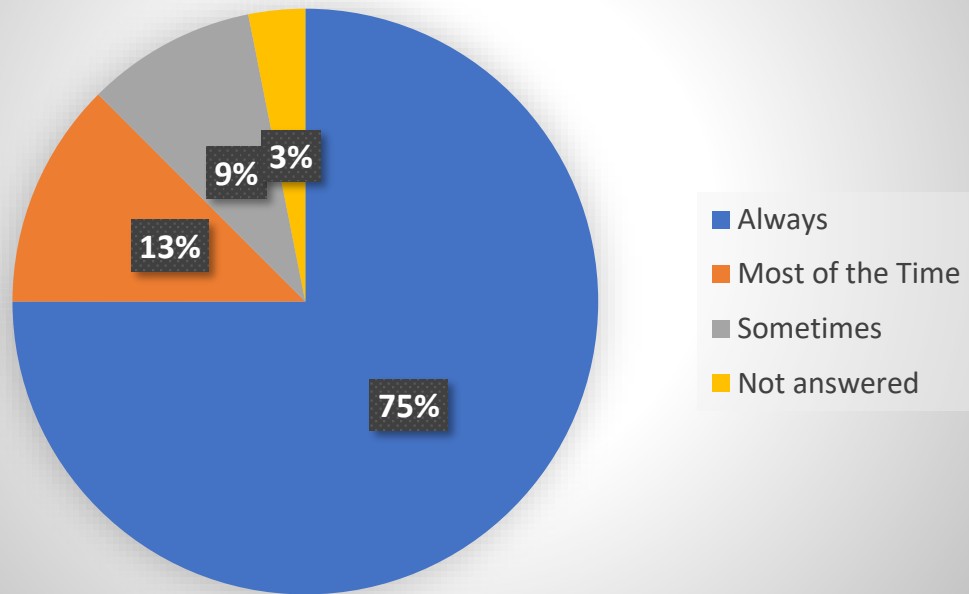
For the first time we also sent a survey out to supporters of our volunteers which was more qualitative in nature and those findings will be given separately.

Not all the volunteers answered all the questions.

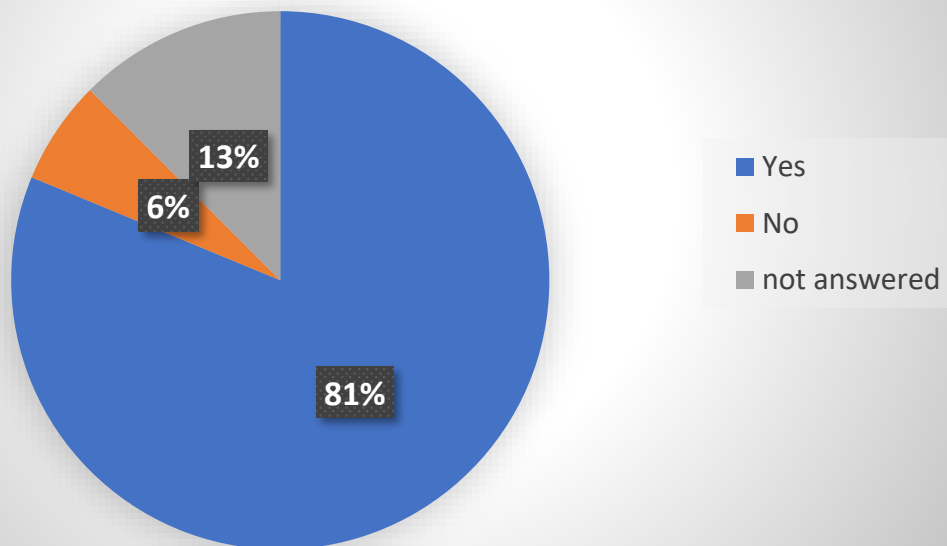
### Quantitative questions & answers:



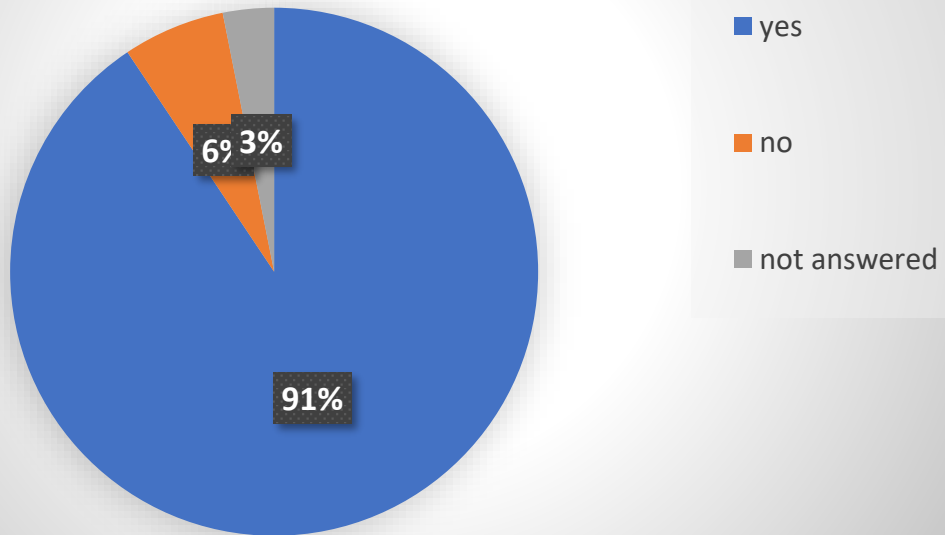
## I feel what I do at Hextol is important and appreciated



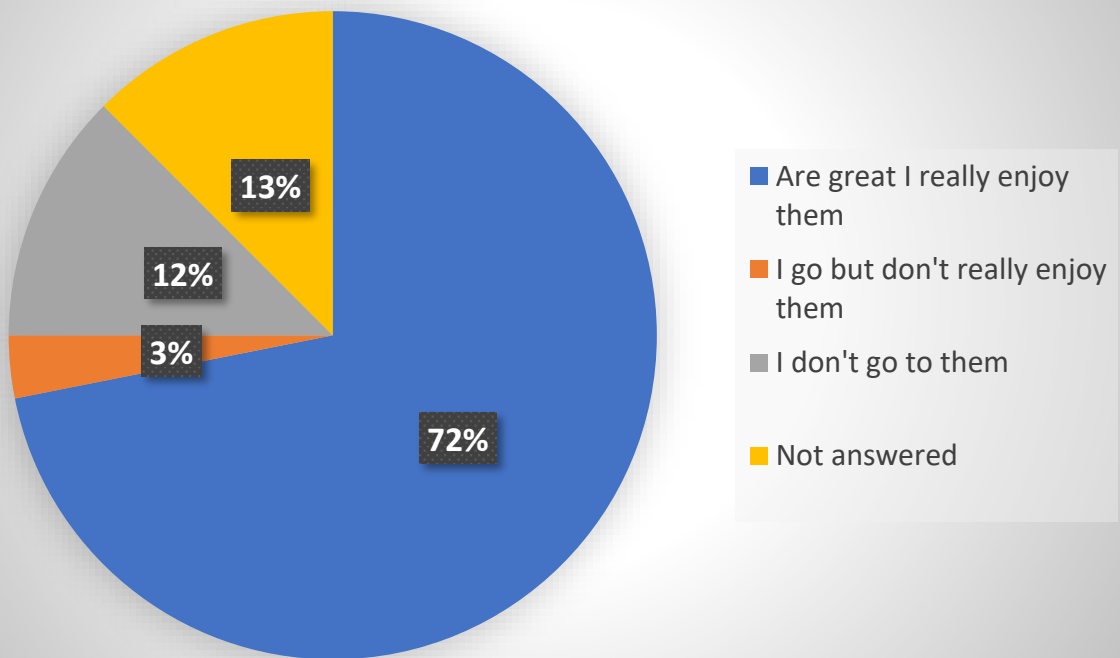
## I think the job and core skills are important & help me learn

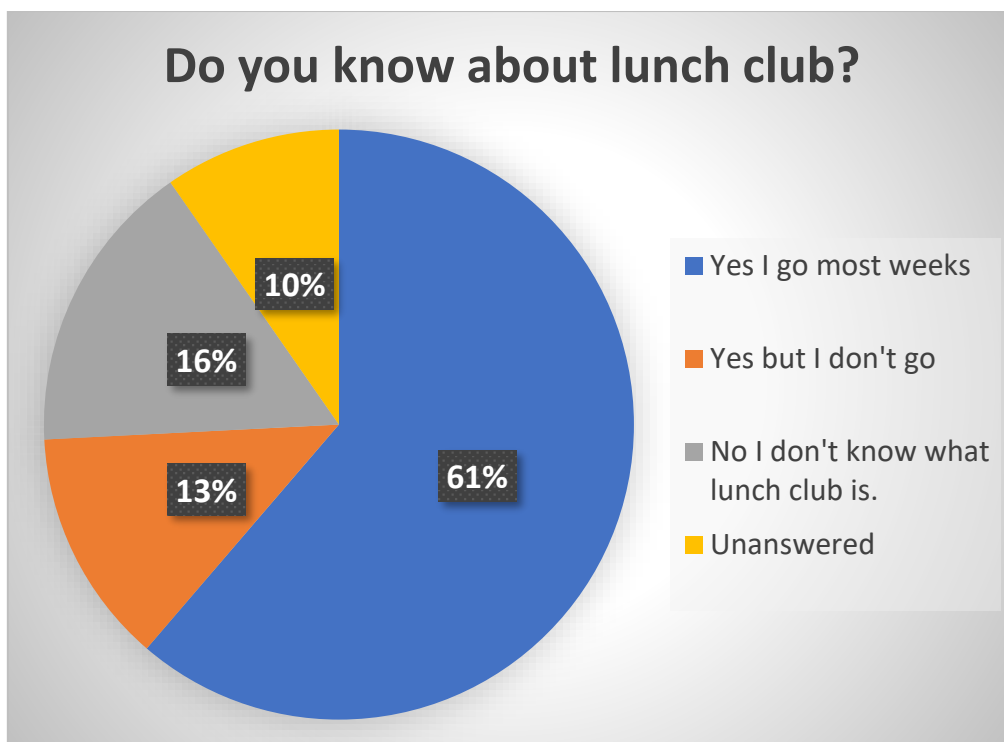


## Would you recommend volunteering with Hextol to family and friends?



## Social Events





**How do these responses compare to last year's survey?**

Last year's survey asked very similar qualitative questions. We did change the wording of "I am made to feel a valued team member at Hextol" to "I feel what I do at Hextol is important and appreciated". We didn't ask about lunch club last year.

The responses that show a slight increase in 2022 are in the option marked "yes/ love it/always/are great I really enjoy them" (blue) category. For example, 67% selected "love it" for volunteering in 2021 with 75% in 2022.

## Qualitative questions were:

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

- Most of the answers were very personal, relating to the individual who answered e.g., more hours
- Others were about current practices for example to be able to make “hot drinks for ourselves”
- Or new ideas - to make “healthy” biscuits for breaktime
- Someone suggested we change our name which was interesting.
- There were also a few comments from those who really didn’t want change. This was possibly a reflection on the last couple of years.

### **What do you like best about volunteering at Hextol?**

The answers fit into four broad categories:

- **Enjoying tasks or learning new skills:** I like “cooking learning how to make things scones, cakes and learning how to use frying pans”
- **The social aspect of volunteering:** I like “hanging out with the staff and employees and having a laugh with them”
- **Hextol’s inclusivity:** I like” meeting people with a learning disability or similar to me
- **Doing something worthwhile:** I like “feeling useful”

### **What do you like least about volunteering at Hextol?**

There were fewer responses to this but two referred to sometimes feeling stressed which needs exploring.

There were wide variations which reflects our diverse range of volunteers.

One didn’t like “gardening in the rain” another didn’t like it when gardening was cancelled due to the rain”

### **In one word how does Hextol make you feel?**

Thirteen volunteers chose “happy” but there were other positive words: “good ““ enjoyable” and “useful “as well as “sensible” and “fulfilled “

### **Would you like to try working in another part of Hextol?**

Ten volunteers expressed an interest in having a go somewhere else and they will be contacted individually.

### **Anything else?**

This section was for any comments which didn't "fit" anywhere else. There were a few lovely comments "I will continue to be the best worker" as well as a challenging suggestion "more volunteers to be considered for paid roles."

### **Conclusion**

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

Comparisons to last year's survey are favourable in terms of positive responses.

We will consider the timing of the next survey and how we deliver it to our volunteers to ensure a better response rate.

Any individual suggestions or requests will also be followed up on a case-by-case basis. It may not be possible to carry out some suggestions/ideas (due to resources or Health and Safety for instance).

The two references by volunteers to stress will be investigated to find out more. Those who didn't know what lunch club was will be contacted individually.

**Thanks to the volunteers, their carers and family members who took the time to complete the survey**

**JE 19/12/22**