

Annual Volunteer Satisfaction Survey 2018

33 volunteers responded to the survey which represents 61% of the total number of Volunteers

"I love volunteering for this amazing organisation, where everyone is treated fairly and in a friendly co-operative manner. I hope the excellent work done by Val, Carers Leeds CEO, her leaders and co-ordinators continue to grow and receive the recognition and praise they truly deserve. Thanks very much!"



97%

Overall, I am satisfied as a volunteer at Carers Leeds

100%

Carers Leeds cares about its volunteers



97%

I'm getting what I want from volunteering



100%

I intend to continue volunteering at Carers Leeds

97%

I have received the training I need to perform my volunteer duties



90%

I enjoy the events organised for volunteers during Volunteers Week and at Christmas

97%

I receive information regarding my volunteer role



97%

I feel safe when carrying out my volunteering duties

100%

My volunteer role description accurately reflects what I am asked to do



100%

I feel appreciated for the work that I do

94%

My supervisor supports me in my volunteering



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I feel very lucky to have the opportunity to work as part of such a friendly and supportive team and thoroughly enjoy my volunteering role. It is helpful to have reception team meetings to be able to discuss any issues/difficulties and learn from other members of the team

I have found all the staff at Carers Leeds very helpful, welcoming and friendly

I am very happy when I come to Leeds Carers. As I am 98 years old the other volunteers are very helpful to me and often ask if I need a cuppa, it is gratefully appreciated by me

I feel part of a community that is not all elderly people and gives me chance to meet a lot of different people. It is all gain on my part!

I enjoy the events organised for volunteers as it gives me the chance to meet other volunteers as I am the only volunteer at the Dementia cafe I don't get to meet others

I have no additional comments or suggestions as I can always mention things as they arise. I enjoy volunteering at Carers Leeds

I have thoroughly enjoyed my volunteering experience so far. I have volunteered for a few organisations in the past and never have I felt so valued and supported as with Carers Leeds. Recognition in particular should go to Nikki Pattinson for her support and approachable nature. In my role as befriender I am developing my counselling skills, which is invaluable as I progress in my professional studies. I have also had the opportunity to meet some incredible people (not just Prince Harry!) volunteering for Carers Leeds really does give me a 'feel good' factor

I just love coming to Carers Leeds – it's so enjoyable

I have no suggestions on improvement or otherwise. Carers Leeds is the total package as far as taking care of carers is concerned. If they think something new will help carers then they will pursue it wholeheartedly



I cannot think of any new ideas, we seem to have everything in place that we need to do our job as well as we can, as a team. Thanks for all the support we get from all staff

I enjoy coming to Carers. I always get a warm welcome from staff and enjoy chatting to friends I have made since starting my volunteering

I enjoy seeing others whilst at Carers Leeds. I feel I have helped in some small way

I have always felt valued by Carers Leeds and received excellent training in each of my roles. Volunteers feel very welcome – everyone you meet greets you in such a pleasant manner

I enjoy doing my work at Carers. The only thing I would change is the goodies – cake, biscuits etc. I feel are not necessary!

At Carers Leeds I feel that all the volunteers are appreciated and cared for by all the members of staff who work tremendously hard to make the work we do happy and enjoyable

I have enjoyed my first year of volunteering at Carers Leeds. I have made new friends and gained in confidence