



***MAKE A
DIFFERENCE***

**Volunteer Survey and
Impact Report
2024**



About Carers Leeds

3 in 5 of us will provide unpaid care at some point in our lives.

Carers Leeds believes all care counts.

What is an unpaid carer?

An unpaid carer is someone who provides help and support to a family member, friend or neighbour who couldn't manage without their help. This could be due to illness, disability, mental health problems or substance misuse.

Established in 1996, Carers Leeds is a charity that provides information, advice and support to unpaid adult and parent carers across our city.

This includes our Advice Line, carers support groups, one to one support and support in hospitals. Some of our services are universal – open to all carers – and some are targeted at specific groups of carers. Our services are provided to communities throughout Leeds.

We work in partnership with others to deliver our service and to influence them to act to benefit unpaid carers. This involves those working in health and social care and employers.

Volunteer Programme

Introduction

The Carers Leeds Volunteer Programme is at the heart of our work, bringing people together to support unpaid carers in powerful and personal ways.

Welcome to our Volunteer Survey and Impact Report!

Each year, we take time to celebrate and reflect on the incredible role volunteers play at Carers Leeds.

This report brings together feedback from our annual volunteer survey and highlights the meaningful impact

volunteers have made throughout 2024.

From supporting carers directly, to helping behind the scenes, volunteers have enhanced our services and shaped how we work.

Volunteer insights help us celebrate what's going well and improve where we can.

Thank you for everything you've done – this report is about you, our volunteers.

Valerie Banks
Volunteer Programme
Coordinator

Volunteer Involvement

Carers Leeds is proud of the work that volunteers undertake, individually and as a team, and recognises the positive effect that volunteers have on the organisation. The benefits to Carers Leeds include:

- Increasing resources
- Diversity
- Accountability
- Community involvement

Volunteers in numbers

January - December 2024

38

Volunteers



12

Volunteer
roles



18

Volunteer
Carers



10

Volunteer
Former Carers



1,450

Volunteer Hours
(estimate)



105 Years
combined
service

Long Service
Awards



VOLUNTEER SATISFACTION SURVEY 2024

Volunteers were invited to respond to the survey either online or by post



38

Volunteers invited to
respond



60%

Volunteers who
responded



100%

Responded satisfied

Volunteer Satisfaction Survey

2024

The responses we obtained from volunteers who completed the survey are displayed in the results below.

	100% Overall, I am satisfied as a volunteer at Carers Leeds	100% Carers Leeds cares about its volunteers	
100% I'm getting what I want from volunteering	100% I feel appreciated for the work that I do	100% My supervisor supports me in my volunteering	81% I enjoy the events organised for volunteers
95% My role description accurately reflects what I am asked to do	100% I receive information regarding my volunteer role	100% I have received the training I need to perform my volunteer role	100% I feel part of a team supporting the work of Carers Leeds
100% I feel safe when carrying out my volunteering duties	100% I enjoy reading the volunteers' newsletter	100% I intend to continue volunteering at Carers Leeds	

What made volunteering in 2024 special or enjoyable for you?



- *Carers seem very appreciative of someone from Carers Leeds calling to ensure that they are Okay.*
- *Going to the Carers' Poverty Coalition in London in December made me want to do more to raise the profile of carers.*
- *Responses from carers.*
- *The picnic and get together to meet up with other volunteers*
- *Difficult to answer as the whole volunteering experience is memorable and positive. I think it is the carers appreciation at the end of a Dementia Workshop. It makes me feel that we have made a difference.*
- *In general the highlight for me is meeting up with carers who do such a brilliant job looking after their family members a completely selfless act. I admire them so much.*
- *Building relationships with the people I support one-to-one and building my own learning around a digital tool.*



THANK YOU!

**Ann, Bernadette, Constance, Diane,
Dianne, Glynis, Irene, Joan, Mari, Paul**

Your commitment and contribution as
a volunteer really makes a difference to

Carers Leeds Long Service Awards
Thank you for 105 Years combined service!

Presented on: June 2024 From: Carers Leeds



What made volunteering in 2024 special or enjoyable for you?



- *I feel that we make a difference to those people who are caring for others, often in difficult circumstances.*
- *The family Fun Day. It was lovely to see the children and their families enjoy the day. I came away feeling happy and contented.*
- *Making an especially huge difference to the lives of two carers in particular.*
- *Getting 5 year service certificate.*
- *I was matched with a carer from a culture I was unfamiliar with and it was lovely to have this experience. We both looked forward to our meet ups and were sad for it to end. It's amazing what meeting up for a coffee can do.*
- *It's good to see positive outcomes from meetings with carers, to see them opening up, talking about their worries, and being able to just listen without passing judgement.*
- *Taking part in Leeds Pride parade. Something I would never have done had I not volunteered at Carers Leeds!.*
- *Each task has been enjoyable.*

Leeds Pride 2024

Staff, volunteers, carers, family and partners



What made volunteering in 2024 special or enjoyable for you?



- *I enjoy the monthly carers group meetings. Can't highlight any one memorable or positive experience as the conversation at each meeting seems to bring its own reward. Just being there to listen, understand the concerns and occasionally make a practical suggestion is a good feeling.*
- *Helping carers through my role and knowing that you've brightened up their day.*
- *The positive feedback from the carers I have befriended and the wonderful positive comments I receive in my role as evaluation feedback caller.*
- *I am grateful for the opportunity and being part of Carers Leeds.*
- *Each meeting for Carers is a highlight when I see how much the group is of value to the Carers. Seeing people able to laugh and support others by sharing their experiences is very moving.*
- *Sharing my passion and enthusiasm as a volunteer with new staff and volunteers during the welcome conversations.*

Volunteering Snapshots 2024

A reflection on some memorable moments



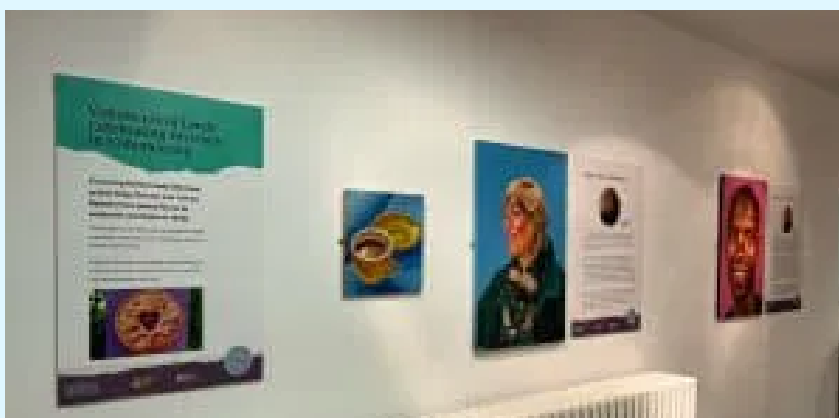
Joan celebrated 25 years volunteering



Befriending Week 2024 Celebration



Volunteers & Staff joined Leeds Pride Parade



We visited the 'Celebrating Diversity in Volunteering' exhibition at Leeds Museum



Rod Basnett, Carers Leeds first-ever Lead Trustee for Volunteers

Community Champions LEEDS






Community Champion Volunteers received Carer Awareness Training

Volunteer Impact

January - December 2024

Connecting and Empowering Carers

Volunteers play a role in reducing isolation and building a strong sense of community for carers. Through their efforts, carers are not only able to access support, but they also find companionship and shared understanding. Volunteers help create spaces for meaningful interactions, fostering connections that empower carers and enable them to thrive.


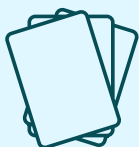



	168	One-to-one befriending sessions facilitated by volunteers to help reduce carer social isolation.
	8	Book Group meetings facilitated by volunteers to bring carers together to chat and discuss a new book.
	36	One-to-one digital support sessions facilitated by volunteers helping carers to become confident with technology, using different apps and accessing online support groups and events.
	55	Keeping in Touch calls made by volunteers to stay connected with vulnerable carers who are isolated but not seeking regular befriending, after their support sessions end.
	73	Support group meetings supported by volunteers which help carers maintain their social lives in a safe and supportive atmosphere.

Volunteer Impact

January - December 2024

Supporting Access to Practical Help and Breaks

Volunteers play a valuable role in supporting carers to access the practical help and breaks they need. By assisting with key tasks alongside staff, volunteers help ensure carers receive timely information, essential resources, and opportunities to rest and recharge.

	513	Time for Carers application forms for £250 each approved by volunteers to allow carers to take a break from their caring role.
	462	Yellow Card GP referrals, making it easier for carers to access support, and Max Cards, helping parent carers save money, were both processed by a volunteer, combined.
	236	Carers emergency cards posted by volunteers to carers, so that they can show someone the card in an emergency which will let that person know that someone else relies on them.
	231	Household payment letters or vouchers are sent out by a volunteer to support carers with the rising cost of living.
	36	Information packs are sent to carers supporting someone with mental health issues or a learning disability, providing details of the support available to them

Volunteer Impact

January - December 2024

Strengthening Quality and Understanding

Volunteers enhance the work of Carers Leeds by helping create a welcoming, inclusive and high quality service. through warm welcomes, improving communications, gathering feedback, and support at events, and training. They contribute to a culture of learning, inclusion and continuous improvement.

	73	Phone calls made by volunteers to allow carers to give detailed feedback about the support they have received from Carers Leeds and the Befriending project.
	19	Welcome Conversations by volunteers helped new staff and volunteers feel part of the organisation and learn about our volunteering culture.
	12	Dementia training sessions supported by a volunteer which give carers an understanding of dementia so they may better manage their caring role .
	9	Volunteers, their friends and families supported Carers Leeds at events like the Leeds Pride Parade and Family Fun Day, contributing to a sense of community.
	10	Key documents and the volunteer section on SharePoint have been proofread, and our digital professional boundaries learning pack have been tested by volunteers.
	Support with no fixed count	Volunteers supported the volunteer programme and befriending project with admin tasks, including co-designing the Welcome Conversation scheme, and took notes at befriending team meetings.

THANK YOU

Dear Volunteers

Thank You for Making a Difference in 2024!

To all our incredible volunteers – thank you for everything you've contributed this year. Your time, care, and dedication have had a real and lasting impact on carers, staff, and our wider community.

Whether you've offered a listening ear, supported events, proofread documents, helped someone feel welcome, or made it easier for carers to access support – your efforts have strengthened the work of Carers Leeds in countless ways.

You've helped create a more inclusive, responsive, and supportive service, and we're so grateful to have you as part of the team. Here's to the difference you've made in 2024 – and the lives you've touched along the way.

With heartfelt thanks,
The Carers Leeds Team





Carers Leeds

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Scan to
subscribe to
our newsletter



Need advice?

Tel	0113 380 4300
Email	advice@carersleeds.org.uk
Website	carersleeds.org.uk

Socials

Bluesky	@CarersLeeds
Facebook	Carers Leeds



Carers Advice Line
0113 380 4300