



Volunteer Survey and Impact 2022

Volunteer Programme

Introduction

In January 2022, it was wonderful to welcome volunteers back to our office on The Headrow, after a two-year absence because of the pandemic.

During 2022, new volunteer roles were created, such as Digital Inclusion Befriender, and a Time for Carers Panel Member. A Volunteer Welcome Buddy scheme was also approved and is being co-produced with a volunteer, which will be piloted during 2023.

For our Carers Leeds Strategy, Volunteering Vision, and Investing in Volunteers' self-assessment, we worked with, and consulted our volunteers.

We received additional volunteer hours to assist our community outreach activities on International Women's Day, during Carers' Week, during our Family Fun Day and at the Learning Disability picnic.

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

In addition to welcoming brand-new volunteers, we celebrated our long-service volunteers, who have, in total, given 85 years of service!

In our publication "Volunteers' News", we loved reading the inspiring and heart-warming volunteer stories. Volunteers also showed their creativity for our Volunteers' Week self-portrait photography challenge.

Staff and volunteers had a good time, laughed, and enjoyed being together at our Volunteers' Week event, Annual Volunteers' Picnic, and our Volunteers' Festive Get Together.

There's a lot to be proud of and the aim of this report is to capture the voices of, and incredible impact of, volunteers in 2022.

Valerie Banks
Volunteer Coordinator

Volunteer Stats 2022

- **33 Volunteers**
- **5 New volunteers**
- **3 Leavers**
- **3 New volunteer roles**



Volunteer roles

Volunteers are such an important part of Carers Leeds. They help bring a more diverse set of skills, knowledge and experience to our organisation. It is wonderful to see the many ways in which volunteers contribute to providing an excellent, city-wide service for carers. The impact of volunteers can be seen across everything we do.

- *Administrator/Receptionist*
- *Advice Service Referral Administrator*
- *Befriender*
- *Carers Book Group Organiser*
- *Carers Group Admin Assistant*
- *Digital Inclusion Befriender**
- *Proofreader*
- *Short Projects Assistant*
- *Support Group Assistant*
- *Telephone Evaluator*
- *Time for Carers Panel Member**
- *Training Assistant*
- *Volunteer Programme Assistant*
- *Welcome Buddy* (Piloting 2023)*

**New volunteer role 2022*

Volunteer Satisfaction Survey 2022

Feedback

Volunteers deserve the very best experience for the incredible contribution they make to our work.

It is important to us that we take the time to get volunteers' feedback about their experience with our organisation.

We provide our volunteers with opportunities to give feedback about what we do well, where we could strengthen our support and what their needs are. We not only

ensure that volunteers have access to a supervisor, but we also conduct an Annual Volunteer Satisfaction Survey.

The Volunteer Satisfaction Survey is sent to all volunteers in order to gain their honest feedback on their volunteer experience.

This allows the Volunteer Management Working Group to determine the areas that are successful and which areas could be improved. We conducted this survey in December 2022.




Who answered our survey

To conduct the survey, volunteers were invited to respond either by phone, email or post.

18 out of 33 volunteers responded to the survey which represented 55% of the total number of volunteers.

Volunteer Satisfaction Survey 2022

*"More than just "satisfied" I am proud to volunteer
for a great charity."*

	100% Overall, I am satisfied as a volunteer at Carers Leeds	100% Carers Leeds cares about its volunteers	
83% I'm getting what I want from volunteering	100% I feel appreciated for the work that I do	94% My supervisor supports me in my volunteering	78% I enjoy the events organised for volunteers
89% My role description accurately reflects what I am asked to do	83% I receive information regarding my volunteer role	94% 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
94% I feel safe when carrying out my volunteering duties	100% I enjoy reading the volunteers' newsletter	100% I intend to continue volunteering at Carers	

Why do you volunteer?



**Give
Back**

**Help
others**

**Meet New
People**

Good for Me

**To Be
Helpful**

**Make a
Difference**

**Break from
caring**

**Gain/Use
Skills**

Friendship

Doing Good

**Being part of
a Team**

**Sense of
Purpose**

Why do you volunteer?



- *I have received so much help over the years in respect of my role as a carer, from all sorts of people. Carers Leeds is a great conduit for reaching out to the community of carers. I feel that my contribution to Carers Leeds is a way of channelling my gratitude out to the community for all the help I have received.*
- *I enjoy meeting people and making a difference.*
- *Initially to give something back to Carers Leeds but I definitely get more from volunteering in a very positive way.*
- *I took a break when I retired from work but then wanted to do something else that would involve people and would be useful.*
- *To be helpful. To make good use of my time. Befriending is very rewarding.*
- *To give something back. To support others.*
- *To give back for what Carers Leeds have done for me and my wife.*
- *To help other people and to be company for anyone who might be lonely.*
- *Volunteering gives me a break from my caring responsibilities. It is nice to meet and chat to other women. Also it is good to feel needed somewhere other than in my caring role.*
- *Gives a sense of doing something worthwhile.*

Why do you volunteer?



- *It is rewarding to feel I'm helping someone else. Volunteering gives me something different outside my normal day to day routine and therefore gives variety to my life. Found a new set of people to interact with.*
- *Friendship. Development of skills. To give something back.*
- *Simply, I like helping people. Meeting, listening, enjoy working in a team, and that feeling that I have done good today.*
- *I like to be able to use my skills to help other people. It is good to feel useful and I really enjoy meeting different people - we all need others.*
- *Carers Leeds supported me through a very difficult time in my life and a subsequent bereavement and I wanted to be able to give something back.*
- *I received support from Carers Leeds some years ago following a bereavement, and volunteering enabled me to give something back and gave me a purpose.*
- *Because I think it's important to "give back" and contribute in some way and I have the capacity to do so.*
- *Enjoy helping people.*
- *Gives a sense of doing something worthwhile.*

Any other comments

"Thank you for being so lovely."

"Volunteer support network is excellent. Real community spirit."

"Keep on doing the good work."

Overall, I love being a volunteer with Carers Leeds. My confidence and self-esteem is improved.

I really enjoy the company and friendships that have developed from volunteering and it's nice to be getting things out of volunteering as well.

**What is your
favourite part about
volunteering?**



**Meeting
people**

Everything

**Making a
difference**

**Doing
something
worthwhile**

**Being part of
a team**

**Supporting
carers**

Friendship

**Laughter and
sharing**

**Working with
staff**

What is your favourite part about volunteering?



- *Meeting people.*
- *That I can make a difference in how Carers Leeds reaches the carer community and plays its part in improving carers' lives.*
- *Doing something worthwhile, meeting people and feeling part of a team.*
- *Hoping that I can be useful and the positive feedback I get makes it feel very worthwhile*
- *Feeling I am being of help to a carer and supporting Carers Leeds.*
- *Interaction. Seeing that the support is beneficial to the carer.*
- *All of it!*
- *Meeting different people. I have met people who are carers and also got to know other volunteers who have become friends over the years.*
- *Meeting other people and getting out of the home and being able to communicate with lots of different people.*
- *Meeting/talking to different people.*
- *Everything!*

What is your favourite part about volunteering?



- *Knowing that there is always help available for all our carers from our CSW help line.*
- *Meeting other volunteers and swapping ideas, using all my skills. I really enjoy the role of volunteer and feel it is special and quite different from paid employment - it is priceless.*
- *The laughter and sharing - I meet up now with someone that I was originally befriending and who I now regard as a friend. The age difference in these connections does not matter; it is the shared interests and personalities that are important.*
- *I enjoyed the camaraderie of the envelope filling group and miss that but like to be able to help in any way I can through helping at a support group.*
- *Meeting carers.*
- *Working with staff to support carers.*
- *I hope to continue volunteering in the future and have been happy in the role.*

What changes could we make to improve your experience of volunteering?



These recommendations are based on what volunteers told us through this survey:

Befriending



- Better ending conversations/feedback.
- Speed up matching process.
- More 'peer' catch ups.
- More face to face contact.

Communication



- Some contact in advance of occasional events to confirm availability of/need for volunteer.
- It would be good for people to wear name badges at events.

Premises



- I am not very keen on the Carers Leeds premises but understand that it is not easy to find suitable accommodation at a reasonable price.

Flexibility/Skills & Training



- I understand the need for routine/stability; I also feel happy to be flexible.
- Greater recognition of use of existing skills and preferences.
- More training opportunities.

The Volunteer Management Working Group considers all the comments and recommendations offered by volunteers, as well as possible actions that may be implemented based on the feedback.



Volunteer Impact 2022

Thank You

Carers Leeds volunteers kindly offer their time, talents and enthusiasm every day.

Volunteers are important to Carers Leeds work - without our volunteers, we wouldn't be able to do as much as we do now to support unpaid carers in Leeds.

Therefore, we think it's important to understand the impact of our volunteers' work.

The pandemic has been hard for everyone to navigate but volunteers continued to show their dedication throughout 2022 and at times they have gone the extra mile.

The following impact report looks at everything volunteers achieved during 2022 and acknowledges their work.



We are proud of and thankful for our team of volunteers. Thank you for taking the time to read this report.

"I'm so grateful for the support from my Befriending volunteer and I looked forward to our sessions each time. Sometimes I would cry for the whole hour and my befriender would just sit, and listen without judgement, and was so supportive. It was the only time I really felt I could open up to anyone about my caring role."

A Carer

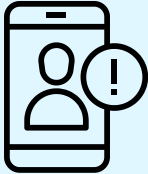


Volunteer Impact 2022

January - December 2022

	24	Carers received one-to-one befriending support from volunteers helping to reduce carer social isolation.
	10	Book Group meetings facilitated by a volunteer to bring carers together to chat and discuss a new book.
	150	Letters posted by a volunteer to carers providing them with upcoming information about support group meetings.
	338	Yellow card GP referrals processed by volunteers which resulted in carers receiving advice and information from the Carers Leeds Advice Line.
	260	Information packs posted by volunteers to carers on waiting lists for support, giving them useful information while they wait for a support worker to contact them.
	500	Time for Carers Grant report back forms sent out by volunteers, allowing us to understand how the carer has benefited from the grant and demonstrating the positive effect on carers to Leeds City Council, who fund the grant,
	230	Carers emergency packs posted by volunteers to carers. This provide them with advice in terms of planning for an emergency and to give them peace of mind if something were to happen to them.

Volunteer Impact 2022

January - December 2022

	119	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.
	360	Time for Carers application forms for £250 each approved by volunteers to allow carers to take a break from their caring role.
	140	Phone calls made by volunteers to allow carers to give detailed feedback about the support they have received from Carers Leeds.
	84	Support group meetings supported by volunteers to help carers maintain their social lives in a safe and supportive atmosphere.
	2	Training sessions for dementia carers supported by a volunteer on a Saturday.
	481	Welcome contacts made by volunteers to carers by telephone, email and post. A welcome call provides an introduction to Carers Leeds services and signposting to appropriate support.

There's even more! Volunteers proofread the Carers Leeds Annual Carers Survey, Investing in Volunteers self-assessment, Self-care handbook and our quarterly volunteer newsletter. Volunteer support at events such as International Women's Day, Carers Week, Family Fun Day and the Learning Disability Picnic was invaluable. One volunteer started to develop a new "Welcome Buddy" volunteer role while another completed a project on the barriers to volunteering.

'Still-life' Self Portrait Photography Challenge

Volunteers' Week 2022



Thank You

We'd like to say a BIG thank you to all the wonderful volunteers. We couldn't do what we do without you! The time volunteers gave to us during 2022 made a huge difference to our organisation and the carers we support, and we'd like to take this opportunity to thank all volunteers for their invaluable contributions.

Ann
Bernadette
Christine
Constance
Denise
Diane
Dianne
Evrin
Fazia
Fiona
Glynis
Irene
Jane
Janet
Joan
Linda C
Linda S
Margaret B
Margaret O

Mari
Mary
Paul
Ruth
Sue

Welcome
David
Denise
Dorathy
Marie
Sharon

Farewell
Ainsley
Amie
Liz
Lorna



Carers Leeds

Working together to support carers

Carers Leeds

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Socials

Twitter @CarersLeeds
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carers advice line
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