

**Institute for
Volunteering
Research**

Assessing Voluntary Experiences (AVE)

Report 2 for the United Kingdom

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The Institute for Volunteering Research

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Section one: Introduction

This report presents the findings of a survey of volunteer involving organisations conducted by the Institute for Volunteering Research (IVR) as part of the Leonardo project, Assessing Voluntary Experiences (AVE). This project brings together seven European partners from France, Austria, Germany, Hungary, Italy, Poland and the United Kingdom to explore the ways in which voluntary experiences are assessed within organisations. The project is funded as part of the Leonardo da Vinci scheme and runs from 2003-2006.

The aims of the AVE project are to:

- Generate a statement on the recognition of voluntary work in each participating country;
- Undertake a consultation with organisations and associations in each county to explore ways in which voluntary experiences are assessed;
- Produce a synthesis of the main skills and qualifications developed through voluntary activities, and the ways in which these skills are identified and assessed;
- Develop a proposal for a new tool/method to assess voluntary experiences;
- Pilot the new voluntary experience assessment tool.

The first stage of the AVE project comprised of a review of the literature on assessing voluntary experiences and accreditation in the UK. In this second stage we aimed to explore the ways in which organisations in the UK currently assess their volunteers experiences and to identify potential partners to pilot the toolkit to be designed in the third stage of the research.

Survey methodology

A self-completion questionnaire survey was sent to approximately 950 organisations that involved volunteers including members of Volunteering England, targeted distribution to contacts who had expressed an interest in the AVE project or accreditation. In addition the questionnaire was made available on IVR's website and via an internet list serve to volunteer managers in the UK. The research was undertaken between July and October 2004.

Response rate

A total of 59 completed questionnaires were used to undertake the analysis.

Section two: What kinds of organisations responded to the survey?

The organisations that responded to the survey worked in a wide range of activities and varied in size from large branches of national organisations to small organisations with limited staff and resources.

How long had the organisations been established?

The longest established organisations (those established before 1950) accounted for almost one-fifth (19%) of respondents. Around a quarter (27%) of respondents to the survey indicated that their organisation had been established between 1950 and 1970. A fifth (20%) of organisations were established between 1971 and 1990 and another fifth (20%) of organisations were established between 1991 and 2000. The more recently established organisations, those established after 2000, accounted for 14 percent of respondents.

What were the main areas of activity?

The main areas of activity organisations were involved in are shown in Table 1. Resource/umbrella organisations accounted for almost a quarter of respondents (24%), reflecting the large number of responses received from Volunteer Centres. Another quarter of respondents worked in the areas of medical health and sickness (16%) and social care, welfare, housing and homelessness (10%). Where organisations specified 'other' activities, these included: community safety/crime, human rights, older people and the development of the individual.

Table 1: Organisations areas of activity

	Number	Percentage (%)
Resource/umbrella	14	24
Medical/health/sickness	9	16
Social care/welfare/housing/homelessness	6	10
Environment/conservation	5	9
Disability	4	7
Arts/culture/heritage	3	5
Charitable trust	3	5
Economic/community development	3	5
Equality/law/advocacy	3	5
Education/training/employment	1	2
Sport/recreation/leisure	1	2
Other	6	10
Base 58		

What geographic level did organisations work at?

Over half of the responses (56%) indicated they worked in the local authority or area or smaller than borough level. Organisations that worked regionally, nationally and internationally were almost evenly split. Organisations that were a branch of a national organisation accounted for just under a quarter (24%) of respondents.

How many paid staff do organisations employ?

The majority of organisations participating in the survey employed paid staff. Just over one-third (35%) of respondents employed more than 100 paid staff and just under one-third (29%) of respondents employed between 1 and 9 paid staff. Approximately one in ten organisations (12%) did not employ any paid staff.

What budget do organisations have?

Only a small number of organisations (six in total) had a budget of less than approximately €43,000 (£30,000) per annum. Just over half of the organisations (52%) indicated they had a budget of more than €400,000 (£276,000) and almost a quarter indicated they received between €190,000-€400,000 (£100,001-£275,000).

Section three: Volunteering within the organisations

This section reports on the numbers and composition of volunteers in the organisations and the methods used to recruit new volunteers.

Number of volunteers

All of the respondents to the survey involved volunteers in some way, it's estimated the minimum number of volunteers the organisations involved in total was 3,174. Table 2 shows that almost half (46%) involved more than 100 volunteers and a third (36%) involved 10 to 49 volunteers. Only two organisations involved one or two volunteers.

Table 2: The number of volunteers within organisations

	Number	Percentage
1-2	2	3
3-9	4	7
10-49	21	36
50-99	5	8
More than 100	27	46
Total	59	100

Composition of volunteers

Respondents were asked to indicate the proportion of volunteers under the age of 30, volunteers who were retired (although no age was stated) and the proportion of female volunteers.

Five organisations indicated they had no volunteers under the age of 30 and 14 percent indicated that they had no volunteers of retirement age. Women's involvement in volunteering varied; four organisations reported they had 1 to 30 percent composition of women, just over one-third of respondents said between 30 to 60 percent of their volunteers were women and over half of respondents (54%) indicated over 60 percent of their volunteers were female.

Procedures for selecting volunteers

Three organisations stated that they had no procedures for recruiting volunteers. One in five (83%) of organisations interviewed prospective volunteers, 78 percent used application forms. Sixty-one percent of organisations cited having open or induction days as part of recruiting volunteers and one in four organisations (42%) said they received volunteers through a dedicated Volunteer Centre. Other recruitment procedures specified included using the local media, displaying

information in local shops and libraries, advertising volunteering opportunities on websites and through word of mouth.

Requirements to volunteer

Table 3 below lists the requirements organisations had of potential volunteers. The five most frequently specified requirements that organisations made of new volunteers were: a commitment to the aims and values of the organisation (83%), an ability to work with people from diverse backgrounds (53%), a willingness to complete specific training, the availability to meet a minimum time commitment, and a lower age limit (no specific age was specified). No organisations required volunteers to have a specific higher educational qualification or a particular religious belief.

Table 3: Requirements of potential volunteers

	Number		Percentage (%)	
	Yes	No	Yes	No
Commitment to aims and values	49	10	83	17
Ability to work with people from diverse backgrounds	31	28	53	48
Willingness to complete specific training	19	40	32	68
Min time commitment	18	41	31	70
Lower age limit	16	43	27	73
Upper age limit	7	52	12	88
Previous relevant experience	2	57	3	97
Gender	1	58	2	98
Second language	1	58	2	98
Other	11	48	19	81
HE qualification	0	59	0	100
Religious belief	0	59	0	100
Base 59				

Activities undertaken by volunteers

The activities undertaken by volunteers are listed in Table 4. The most frequently undertaken activities were organising events (90%), administration or office work (82%) and being a member of a board or member of a management committee (75%). The activity undertaken least by volunteers was campaigning, with only 23 percent of organisations indicating this was something volunteers did.

Table 4: Activities undertaken by volunteers

	Number		Percentage (%)	
	Yes	No	Yes	No
Organise events	52	7	88	12
Admin/office	48	11	81	19
Boards/MC's	45	14	76	24
Direct service	42	17	71	29
Providing information	39	20	66	34
Other practical help	35	24	59	41
Advice/info/counselling	31	28	53	48
Raising/handling money	28	31	48	53
Visiting/befriending	25	34	42	58
Transport/driving	23	36	39	61
Non-direct service	20	39	34	66
Campaigning	14	45	24	76
Base 59				

Do volunteers get involved in the decision making of the organisations they volunteer for?

The decision-making activities undertaken by volunteers are shown in Table 5. Ninety percent of the respondents (52 organisations) stated that volunteers had the opportunity to get involved in the organisations decision-making.

Of these organisations, more than two-thirds (85%) stated that their volunteers were involved in planning individual projects or events and almost four-fifths (79%) involved volunteers on management committees or boards. The decision-making task that volunteers were least likely to be involved with was setting targets, accounting for 35 percent.

Table 5: Decision-making activities undertaken by volunteers

	Number		Percentage (%)	
	Yes	No	Yes	No
Planning projects or events	44	8	85	15
Management committee member	41	11	79	22
Developing volunteering programmes	28	24	54	46
Evaluating outcomes	26	26	50	50
Planning year's work	20	32	39	62
Setting targets	18	34	35	65
Other decision making activities	3	49	22	78
Base 52				

Section four: Training for volunteers

The following section indicates the numbers of organisations offering training to volunteers, the types of training available and the requests for training requested by volunteers to assist them in their roles.

Did volunteers receive training during the previous two years?

All but two of the organisations responding to the survey indicated that some form of training had been provided for their volunteers during the previous two years. Three-fifths (60%) of the organisations provided in-house and external training, one third (30%) of organisations provided exclusively in-house training and just over one in 20 (7%) organisations provided training solely by external organisations.

What training is provided by organisations?

Respondents were asked to indicate the three topics covered most frequently in their training; however, the majority of respondents indicated more than three responses. Listed in Table 6 below, the main topics covered by training were: general induction and specialised training (both at 81%) and training about the mission and goals of the organisation, which accounted for more than half of the respondents (64%).

The most common forms of specific training provided included van driving courses, health and safety training and manual handling.

Table 6: Topics covered in training by organisations

	Number		Percentages (%)	
	Yes	No	Yes	No
General induction	46	11	81	19
Specialised training	46	11	81	19
Awareness raising	37	20	65	35
Mission, goals and values of the organisation	36	21	63	37
Generic work place skills	27	30	47	53
IT/technical	15	42	26	74
Other topics covered by training	13	44	23	77
Base 57				

Do volunteers receive formal training?

Around one-third (34%) of respondents indicated that the training provided led to a formal qualification. Respondents specified a range of qualifications to this question; however, questions

specifically listing awards and qualifications are discussed in greater detail in section five of this report.

Reasons why organisations thought it was important to provide formal training fell into three broad categories: firstly, ensuring volunteers provided a professional service, for example, awareness of particular legislation or regulations relating to volunteers tasks. Secondly, helping volunteers develop skills which would be useful for employment or gaining educational qualifications, such as an accredited award and team building. Thirdly, ensuring volunteers felt valued and understood the mission and goals of the organisation:

Comments included:

‘Our volunteers need extensive training to handle calls appropriately and to know when to ask for help.’

‘Training enhances volunteers skills and gives them confidence to perform their role effectively.’

‘In order that the volunteers understand the aims and objectives of the organisation. That they feel valued and realize the importance of their contribution to the community, that they are given learning opportunities.’

‘So the volunteers can get recognised for their contribution which may help them should they wish to move on to paid employment.’

Training needs identified by volunteers

Organisations were also asked if volunteers had ever asked for training or additional training, two thirds (68%) indicated that they had. Requests were split between two main categories, these were: transferable skills, such as IT, website design, campaigning, interview skills, and advice giving; and specialist skills relating to the role of the volunteer and included child protection, drug awareness training, sexual health training, horticulture and first aid.

Section five: Assessing, accrediting and rewarding the voluntary experience

The next section presents the findings on whether organisations currently offer volunteers any form of qualification or accreditation or award and if so how such awards are verified or assessed.

Are volunteers offered any form of qualifications?

More than half (64%) of the organisations participating in the survey indicated they currently offered some form of accreditation, award or qualification these are listed in Table 7. Of these a wide range of awards, certificates and qualifications were offered. The award most likely to be offered by the survey participants was one that recognised the contribution of hours made by volunteers rather than specific accreditation or qualifications.

The Millennium Volunteers (MV) award accounted for 46 percent of respondents; a Volunteers' Week certificate was awarded by 43 percent of organisations and a certificate recognising the hours a volunteer contributed to an organisation (38%).

Table 7: Awards volunteers can access through volunteering

	Number		Percentage (%)	
	Yes	No	Yes	No
Millenniums Volunteers Award (MV)	17	20	46	54
Volunteers' week certificate	16	21	43	57
Certificate recognising hours	14	23	38	62
Other qualifications, accreditation or awards	13	24	35	65
Local CVS/VB certificate	10	27	27	73
NVQ	8	29	22	78
OCN	8	29	22	78
Duke of Edinburgh award	8	29	22	78
City and Guilds	5	32	14	86
ASDAN	4	33	11	89
University of Wales certificate	3	34	8	92
BTEC	1	36	3	97
Base 37				

How is a volunteer's progress monitored?

All respondents were asked to indicate if they monitored a volunteer's progress. Three organisations said that no monitoring took place. Nearly two-thirds of the organisations (64%) said they monitored a volunteer's progress and development through an interview/review meeting with a volunteer coordinator or manager, just over half (54%) stated that a volunteer's progress was monitored in an informal way. Feedback was sought from paid staff in over one-third (37%) of organisations. Other ways of monitoring progress were noted by 29 percent of organisations, including seven respondents who specifically stated 'supervision' as a method of monitoring; reviews requested by volunteers and focus groups also featured in the responses.

Are skills assessed when a volunteer leaves an organisation?

A total of 56 responses were received on the subject of monitoring a volunteer's progress at the end of a placement. Three quarters of these organisations indicated that the skills were assessed, Table 8 lists the ways which organisations did this.

Table 8: Methods used to monitor a volunteer's progress at the end of a placement

	Number		Percentage (%)	
	Yes	No	Yes	No
Assessed informally, through general observation	24	18	57	43
Record keeping of qualifications gained by the volunteer	21	21	50	50
Exit interview	19	23	45	55
Self completion questionnaires	19	23	45	55
Volunteer Manager completes a report	10	32	24	76
Assessed by other means	1	41	2	98
Base 42				

Section six: Recognising the value of volunteering

Organisations were asked to comment on the extent to which volunteering in their organisation has helped volunteers develop work-based and inter-personal skills.

The contribution made by volunteering to work-based skills

Organisations were asked to indicate which work-based skills they thought volunteers developed the most by volunteering with their organisation; the responses are shown in Table 9. Almost all respondents (97%) indicated inter-personal skills were the skills developed the most by their volunteers; inter-personal skills are discussed in greater detail in the next section.

Other work-based skills that organisations felt their volunteers developed to some or a great extent were specialist knowledge (94%), understanding the voluntary sector (84%) and working in an office environment (74%). Interestingly, a fifth (21%) of respondents stated that skills relating to working in an office environment were of no relevance to their organisation.

The skills indicated of less relevance to organisations included knowledge of a foreign language, 82 percent of organisations indicated this was not developed or relevant to their organisation.

Table 9: Development of volunteers' work-based skills

	Number					Percentage				
	To a great extent	To some extent	Not at all	Not relevant to our organisation	Total	To a great extent	To some extent	Not at all	Not relevant to our organisation	Total
Interpersonal skills	42	13	0	2	57	74	23	0	4	101
Specialist knowledge	38	16	1	3	58	66	28	2	5	101
Working in the office environment	22	20	3	12	57	39	35	5	21	100
Understanding of the voluntary sector	19	29	2	7	57	33	51	4	12	100
Organising events/meetings	18	28	3	7	56	32	50	5	13	100
IT skills	15	26	5	11	57	26	46	9	19	100
Leadership/project management skills	13	28	8	7	56	23	50	14	13	100
Teaching/Training	10	22	8	15	55	18	40	15	27	100
Research skills	7	27	10	13	57	12	47	18	23	100
Fundraising skills	6	30	9	12	57	11	53	16	21	101
Knowledge of legal issues	3	27	7	18	55	5	49	13	33	100
Accounting/finance skills	3	22	18	14	57	5	39	32	25	101
Press/PR/media skills	3	31	12	11	57	5	54	21	19	99
Knowledge of foreign language	1	9	16	29	55	2	16	29	53	100

The contribution volunteering has made to developing inter-personal skills

Respondents were asked to indicate from a list of interpersonal skills, which they felt their volunteers developed as a result of their volunteering, these are listed in Table 10.

Reliability, confidence and self-esteem, ability to mix with other people, team working and willingness to get involved in a range of tasks were all indicated as skills developed to some or a high degree within their organisations and achieved scores of over 95 percent.

One-fifth (20%) of respondents stated that leadership was not developed at all or of relevance to their organisations and one-in-ten organisations (13%) reported that public speaking was of no relevance to the roles undertaken by their volunteers.

Table 10: Development of volunteers' inter-personal skills

	Number					Percentage (%)				
	To a high degree	To some degree	Not at all	Not relevant to our organisation	Number	To a high degree	To some degree	Not at all	Not relevant to our organisation	Total
Confidence and self-esteem	45	11	0	1	57	79	19	0	2	100
Ability to mix with people	43	13	0	1	57	75	23	0	2	100
Reliability	39	16	0	1	56	70	29	0	2	101
Team working	38	16	1	1	56	68	29	2	2	101
Willingness to get involved in a range of tasks	37	17	0	2	56	66	30	0	4	100
Active listening	33	17	0	3	53	62	32	0	6	100
Ability to work on their own initiative	25	29	0	2	56	45	52	0	4	101
Creativity	24	28	1	3	56	43	50	2	5	100
Leadership	14	31	7	4	56	25	55	13	7	100
Public speaking	7	37	5	7	56	13	66	9	13	101
Other inter-personal skills	4	0	0	0	4	100	0	0	0	100

Section seven: Conclusion

The survey elicited a somewhat disappointing return, nevertheless a range of organisations responded to the survey, reflecting the diverse variety of organisations that involve volunteers, the main areas of activity included not surprisingly resource/umbrella charities such as Volunteer Centres and Councils for Voluntary Service (which are members of Volunteering England).

As a consequence the report seem to reflect the views of a broad cross section of volunteer involving organisations. For example over half of the organisations worked at borough or local authority level and almost one quarter of organisations were a branch of a national organisation. Unsurprisingly, paid staff were to be found in almost all of the organisations responding to the survey which in-turn accounted for the large numbers of organisations with an income of over €400,000 (£276,000).

Something to be borne in mind, the survey did not get many returns from small and/or volunteer led volunteer involving organisations. It may be hypothesised that such organisations have less interest in accreditation or a realisation that it would be very difficult participate in accreditation schemes.

The activities most likely to be undertaken by volunteers included organising events, administration or office work, this reflected the roles undertaken by many volunteers such as fundraising or giving advice. The activities volunteers were involved in were also reflected in the decision-making roles undertaken by volunteers, such as planning projects or events and being a member of a board of a management committee. Volunteers were less likely to be involved in setting targets, this is not surprising due to the professionalisation and increasing role service delivery plays in the funding of voluntary organisations. However the roles are those for which accreditation should be possible.

Training was provided by almost all of the organisations during the previous two years, it was viewed as a way of showing commitment to volunteers and helped in the development of new skills. It was also seen as a way to ensure volunteers understood the aims and values of an organisation. One-third of organisations indicated that the training they provided led to a formal qualification. Two-thirds of organisations also indicated that they had received requests to provide additional training, which enabled volunteers to develop transferable skills as well as specialist skills.

Over half of the organisations provided accreditation, verification of an award or qualifications. Not surprisingly awards recognising the contribution of time were most likely to be offered by organisations due to the ease of administering these. A volunteer's progress was monitored by almost two thirds of the organisations by informal means, and half kept some form of records about the qualifications gained by volunteers. More formal qualifications often include a greater amount of administration, which organisations might not have the time or expertise to undertake.

The work-based skills organisations viewed their volunteers as developing the most were specialist skills and understanding the voluntary sector. For one-fifth of organisations skills relating to working in an office environment were of no relevance, which could account for those organisations involved in environmental or conservation activities or sport, recreation or leisure pursuits. Inter-personal skills such as developing reliability, confidence and self-esteem and the ability to mix with other people were all indicated as skills volunteers develop.

A total of 46 organisations indicated that they would be willing to find out more about the project. On the whole comments made by organisations about the AVE project were positive and included:

'I think it's good to take the time to complete this type of questionnaire because not only does it highlight what we are doing but the areas we need to give some extra thought.'

'Very much want to be further involved.'

'I would be very interested in developing ways of assessing the experiences of volunteers as I am unsure of any work that has been done in the field.'

'We work with volunteers from around 15-20 nationalities each year so this research will be of particular interest for a variety of reasons.'

Appendices

Appendix one: List of Survey Participants

4 Seasons Activity Group	Newcastle Volunteer Bureau
Age Concern Bolton	Nuneaton & Bedworth Volunteer Bureau
Age Concern Northumberland	Pembrokeshire Mind
Alone in London	Personal Service Society
Amnesty International-International Secretariat	Peterborough Citizens Advice Bureau
Birmingham Voluntary Action	Poole Council for Voluntary Service
British Red Cross	Poole Crime Prevention Panel
ChildLine	Reddich Nightstop
Citizens Advice	Royal Botanical Gardens Kew
Community Service Volunteers	Slough Volunteer Bureau
Council for Voluntary Service Warwick District	Somerset House Trust
Drug and Alcohol Service for London	South Somerset Museums & Heritage Service
Eden Project	St. Joseph's Hospice Association
Ely and District Volunteer Centre	Staffordshire Moorlands Council for Voluntary Service
FareShare	Sure Start Bedlington & District
Friends of Bradford Art Galleries & Museums	Tamworth Youth Centre
Girlguiding Ruislip-Northwood	Terrence Higgins Trust and Lighthouse
Growing Communities	The Positive Place
Guide Dogs for the Blind Association	The Sheiling School
Hope House Children's Hospice	The Woodland Trust
Involve - Voluntary Action Mid Devon	Toynbee Hall
Learning Champions	Treetops Hospice
Macmillan Service	Trinity Hospice
Make a Difference Volunteering	Uttlesford Volunteer Bureau
Mansfield Woodhouse Community Development Group	Volunteering Bristol
Mobile Advisory Service for Homeless	Volunteering Lewisham
NACRO	Walsall Volunteering Bureau
National Autistic Society	Winged Fellowship Trust
	Worcester Volunteer Centre
	Yorkshire Dales National Park Authority

**Appendix two: Copy of the UK Questionnaire
Assessing Voluntary Experiences (AVE)**

Questionnaire to Organisations Involving Volunteers

The Institute for Volunteering Research is working on a European project, along with a number of our European partners in France, Austria, Germany, Hungary, Italy and Poland, exploring the ways in which the voluntary experience is assessed. The project is funded as part of the Leonardo da Vinci scheme. It runs from 2003-2006.

The aim of the AVE project is to:

- Generate a statement on the recognition of voluntary work in each participating country;
- Undertake a consultation with organisations and associations in each county to explore ways in which voluntary experiences are assessed;
- Produce a synthesis of the main skills and qualifications developed through voluntary activities, and the ways in which these skills are identified and assessed;
- Develop a proposal for a new tool/method to assess voluntary experiences;
- Pilot the new voluntary experience assessment tool.

This questionnaire will feed into the project by exploring the extent to which organisations in England currently perceive and assess the voluntary experience in their organisation.

We would be very grateful if you would take the time to complete this form and so feed into this important piece of research.

The results from England will be put together with those from our European partners on a website: www.eEuropeassociations.net

Thank you.

Name of your organisation: _____

Organisation acronym (if applicable): _____

Organisation address: _____

Town/City: _____ Postcode: _____

Tel: _____ Fax: _____

Email: _____

Website: _____

Section One: Volunteering at your organisation

Q1 How many volunteers do you currently involve within your organisation?

- | | |
|---|--------------------------------|
| <input type="checkbox"/> None – please return questionnaire | <input type="checkbox"/> 10-49 |
| <input type="checkbox"/> 1-2 | <input type="checkbox"/> 50-99 |
| <input type="checkbox"/> 3-9 | <input type="checkbox"/> >100 |

Q2 What proportion of your organisations volunteers are under the age of 30 years?

- | | | | |
|-------------------------------|--------------------------------|---------------------------------|-----------------------------------|
| None <input type="checkbox"/> | 1-30% <input type="checkbox"/> | 30-60% <input type="checkbox"/> | Over 60% <input type="checkbox"/> |
|-------------------------------|--------------------------------|---------------------------------|-----------------------------------|

Q3 What proportion of your organisations volunteers are women?

- | | | | |
|-------------------------------|--------------------------------|---------------------------------|-----------------------------------|
| None <input type="checkbox"/> | 1-30% <input type="checkbox"/> | 30-60% <input type="checkbox"/> | Over 60% <input type="checkbox"/> |
|-------------------------------|--------------------------------|---------------------------------|-----------------------------------|

Q4 What proportion of your organisations volunteers are retired?

- | | | | |
|-------------------------------|--------------------------------|---------------------------------|-----------------------------------|
| None <input type="checkbox"/> | 1-30% <input type="checkbox"/> | 30-60% <input type="checkbox"/> | Over 60% <input type="checkbox"/> |
|-------------------------------|--------------------------------|---------------------------------|-----------------------------------|

Q5 When recruiting new volunteers, do you currently use any of the following selection procedures? (Please tick all that apply)

- | | |
|--|---|
| <input type="checkbox"/> We don't have any procedures for selecting volunteers | <input type="checkbox"/> Induction day / open day |
| <input type="checkbox"/> Interviews | <input type="checkbox"/> Done through a volunteer bureau/centre |
| <input type="checkbox"/> Application form | <input type="checkbox"/> Other (please specify)_____ |

Q6 Do you currently have any requirements that potential new volunteers must meet in order to volunteer in your organisation? (Please tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Availability of a minimum contribution of time | <input type="checkbox"/> Previous relevant experience |
| <input type="checkbox"/> Gender | <input type="checkbox"/> Willingness to complete a specific training course |
| <input type="checkbox"/> Lower age limit | <input type="checkbox"/> A commitment to the aims and values of the organisation |
| <input type="checkbox"/> Upper age limit | <input type="checkbox"/> Ability to work with people from diverse backgrounds |
| <input type="checkbox"/> Higher education qualification | <input type="checkbox"/> Other (please specify)_____ |
| <input type="checkbox"/> Religious belief | |
| <input type="checkbox"/> Ability to speak a second language | |

Q7 What activities are undertaken by volunteers in your organisation? (Please tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Participation on boards/management committees/councils | <input type="checkbox"/> Providing a non-direct service to people |
| <input type="checkbox"/> Helping to run/organise activities or events | <input type="checkbox"/> Providing a direct service to people |
| <input type="checkbox"/> Administrative/secretarial/office tasks | <input type="checkbox"/> Visiting or befriending people |
| <input type="checkbox"/> Giving advice/information/counselling | <input type="checkbox"/> Providing transport/driving |
| <input type="checkbox"/> Campaigning | <input type="checkbox"/> Raising or handling money |
| <input type="checkbox"/> Providing information | <input type="checkbox"/> Giving other practical help |
| | <input type="checkbox"/> Other (please specify)_____ |

Q8 Do volunteers currently have the opportunity to get involved in decision making in your organisation?

- Yes **Please go to Q9**
- No **Please go to Q10**

Q9 If yes, how?

- Sitting on management committees
- Planning the year's work
- Planing individual projects or events
- Setting targets for our work
- Evaluating the outcomes of our work
- Developing the volunteer programme
- Other (please specify)_____

Section Two: Training for volunteers

Q10 During the last two years, have you provided your volunteers with any formal training?

- Yes, we provided in-house training **Please go to Q11**
- Yes, we used external trainers **Please go to Q11**
- No **Please go to Q14**

**Q11 Which topics have been covered in the training?
(Please tick the three which have delivered most frequently)**

- General induction to the organisation
- Training on the mission, goals and values of the organisation
- Awareness raising training on issues of relevance to the organisation (e.g. about issues affecting users)
- Specialised training related to the volunteer role (e.g. counselling skills etc)
- Training on generic work-place skills (e.g. communication, project management etc)
- IT or other technical training
- Other (please specify)_____

Q12 Does any of this training lead to a formal qualification?

- Yes – Please specify: _____
- No

Q13 Why do you think it is important for your organisation to provide this training for your volunteers?

Q14 Have your volunteers ever asked for any training or additional training?

- Yes – Please specify: _____
- No

Section Three: Assessing, accrediting and rewarding the voluntary experience

Q15 Do you offer your volunteers any form of qualification, accreditation or award for their volunteering?

- Yes – please go to Q16
- No – please go to Q18

Q16 What kinds of accreditation and/or awards can volunteers access through your organisation?

- National Vocational Qualification (NVQ)
- Open College Network Award (OCN)
- City and Guilds Award
- BTEC
- University of Wales Certificate in Interpersonal Skills for Volunteers
- ASDAN Certificate in Community Volunteering
- A certificate from a local CVS or Volunteer Bureau
- Millennium Volunteer Award
- Duke of Edinburgh Award
- A Volunteers Week certificate
- A certificate issued by your organisation recognising the number of hours spent
- Other (please specify)_____

Q17 How are these awards verified?

- Internally (i.e. awarded by your own staff)
Please specify which _____
- Externally (i.e. awarded in line with externally defined criteria)
Please specify which _____
- They are not verified

Q18 In general, how does your organisation monitor a volunteer's progress and development?

- No monitoring takes place
- Progress is monitored in an informal way
- Through seeking feedback about volunteers from paid staff
- Through interviews/review meetings with volunteer coordinators/managers
- Other (please specify)_____

Q19 At the end of their placement in your organisation, is the progress made and skills gained by the volunteer assessed at all?

- Yes
- No

Q20 If yes, how?

- Via exit interviews
- Through a self-completion exit questionnaire
- A report is completed by the volunteer's manager
- Records are kept of the qualifications and awards gained by the volunteer
- Informally, through general observations
- Other (please specify)_____

Section Four: Recognising the value of volunteering

Q21 To what extent do you think that volunteering in your organisation has helped volunteers develop the following work-based skills?

	To a great extent	To some extent	Not at all	Not relevant to our organisation
IT skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working in an office environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organising events and/or meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding the voluntary sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interpersonal skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership and/or project management skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teaching/training skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of legal issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of foreign language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fundraising skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accounting / finance skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Press / PR / Media skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialist knowledge related to the core work of our organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 To what extent do you think that volunteering in your organisation has helped volunteers develop the following interpersonal skills?

	To a high degree	To some degree	Not at all	Not relevant to our organisation
Confidence and self-esteem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to meet and mix with new people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to work on their own initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Active listening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Willingness to get involved in a range of tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creativity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23 Do you know of any volunteers who have gain paid employment as a direct result of the skills and experienced gained in your organisation?

- Yes – Please give details: _____
- No

Q24 In general, do you think that employers recognise the value of volunteering when recruiting new staff?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Q25 In general, do you think that employers recognise specific qualifications and awards gained by volunteering? (e.g. MV Awards, ASDAN etc)

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Q26 What more do you think could be done to encourage employers to recognise the value of volunteering experiences among potential new employees?

Section Five: About your organisation

Please fill in this form in relation to your particular organisation, not your head office

Q27. Is your organisation a branch of a national organisation?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
Q28. What is your organisations area of activity? (please tick one box)	
<input type="checkbox"/> Animal Welfare	<input type="checkbox"/> Equality of opportunity/Law/Advocacy
<input type="checkbox"/> Arts/Culture/Heritage	<input type="checkbox"/> International Development
<input type="checkbox"/> Business/Professional Association/Union	<input type="checkbox"/> Medical/Health/Sickness
<input type="checkbox"/> Charitable Trust	<input type="checkbox"/> Religious/Faith activities
<input type="checkbox"/> Disability	<input type="checkbox"/> Research
<input type="checkbox"/> Economic/Community development	<input type="checkbox"/> Resource and Umbrella organisation
<input type="checkbox"/> Education/Training/ Employment	<input type="checkbox"/> Social Care/Welfare/ Housing/Homelessness
<input type="checkbox"/> Environment/Conservation	<input type="checkbox"/> Sport/Recreation/Leisure
<input type="checkbox"/> Other (please specify)	
Q29. When was your organisation established?	
<input type="checkbox"/> Before 1950 <input type="checkbox"/> 1950-1970 <input type="checkbox"/> 1971-1990 <input type="checkbox"/> 1991-2000 <input type="checkbox"/> After 2000	
Q30. Geographic level which your organisation works at	
<input type="checkbox"/> Smaller than borough level <input type="checkbox"/> Local authority <input type="checkbox"/> Regional <input type="checkbox"/> National <input type="checkbox"/> International	
Q31. If your organisation is a membership organisation, how many members do you have?	
<input type="checkbox"/> 1-10 <input type="checkbox"/> 11-49 <input type="checkbox"/> 50-99 <input type="checkbox"/> 100-499 <input type="checkbox"/> More than 500	
Q32. Number of paid staff	
<input type="checkbox"/> None <input type="checkbox"/> 1-9 <input type="checkbox"/> 10-49 <input type="checkbox"/> 50-99 <input type="checkbox"/> More than 100	
Q33. Budget per year in pounds (£)	
<input type="checkbox"/> Less than £5,000 <input type="checkbox"/> £5001-£10,000 <input type="checkbox"/> £10,001-£30,000 <input type="checkbox"/> £30,001-£100,000 <input type="checkbox"/> £100,001-£275,000 <input type="checkbox"/> More than £276,000	

Section Six: Get involved in developing a tool to assess voluntary experiences

The Institute for Volunteering Research is looking for organisations that would be interested in working with us to help develop ways of assess the experiences of volunteers.

Would your organisation be interested in finding out more about taking part in this project?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Please provide the contact details of who to contact:

Name: _____

Role: _____

Telephone: _____

E-mail: _____

Please use this space to add any additional comments you may have.

Many thanks for completing this questionnaire, please return this to:

**The Institute for Volunteering Research
FREEPOST LON 148
LONDON
N1 9BR**