



21/54
VOLUNTEERS
RESPONDED

100% enjoy volunteering!

Likes

-  Supporting families **13**
- 8** Making a difference 
-  The organisation/team **6**

Dislikes

-  Nothing! **12**
- 5** Feeling like I'm not doing enough 
-  Admin! **3**

Agree/Disagree

- 20** Training is sufficient for my role **0**
- 18** Plenty of opportunities to improve my knowledge **0**
- 21** Know who to contact with concerns **0**
- 21** Know to to contact with questions about admin **0**
- 21** I feel well supported by my Coordinator **0**
- 20** I feel well supported by the HSSW team **0**
- 21** I feel recognised and valued **0**
- 21** I feel respected and trusted **0**
- 16** I feel part of a community/team **5**
- 10** I have made friends through volunteering **3**
- 9** Volunteering helps with my mental health **0**

Volunteer Satisfaction Survey 2024



Extra support

Do you come to extra training/social events?

12 yes
9 no

Why not?
Limited time



Ideas for other sessions

- ~ Child development
- ~ Potty training, weaning, sleep etc
- ~ Mental wellbeing
- ~ Child behaviour



Expenses

20/21 know they can claim but only 9/21 do claim

Why don't you claim?

- ~ To help the charity
- ~ I've forgotten how to
- ~ Paperwork!

Keeping in touch

15/20 read the newsletter
8/20 use the volunteer resources page

15/20 WhatsApp is the best way to keep in touch

How we say 'thank you'

Verbal/written thanks/
Invitation to an event

Ideas for improvement

- ~ Nothing!
- ~ Tell families how long a volunteer will be with them
- ~ Too many WhatsApp messages
- ~ Make sure the family is challenging enough
- ~ More contact from Coordinator
- ~ A paid job in the area
- ~ Another family!



Thank you!