

Volunteer Experience Survey 2018



110 volunteers took part in our survey


40% response rate

Volunteers are invaluable in helping us achieve our mission to ensure no one faces their lymphoma alone. At Lymphoma Action we are committed to supporting our volunteers to have a meaningful experience with us and we want them to be part of developing the volunteer programme.

We launched our first ever volunteer experience survey during Volunteers' Week in June 2018. The aim of this survey was to gain valuable feedback from our volunteers to provide a baseline understanding of their experience across the organisation and help shape future developments.

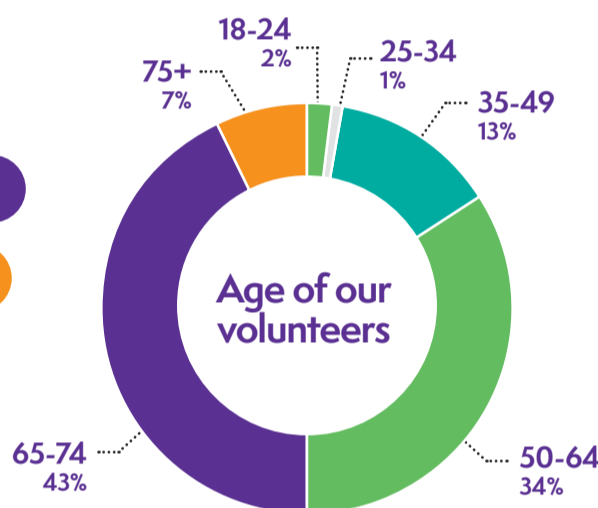
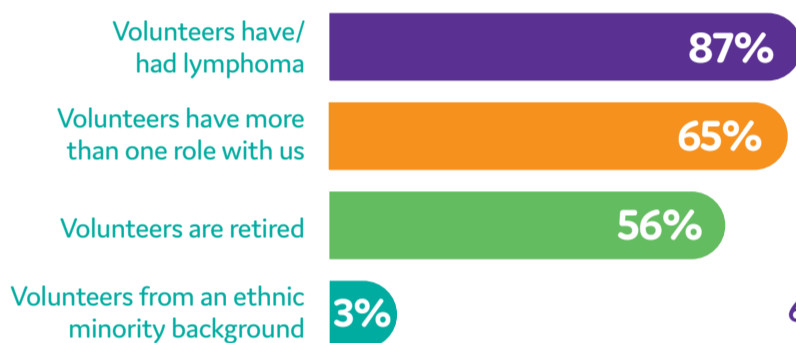
The survey was sent to 274 volunteers.

54% female  **46%** male 

3-5 YEARS  **41%** have volunteered for 3-5 years

5 HOURS  **88%** volunteer for up to 5 hours each month

About our volunteers



Top three reasons for getting involved:



The volunteer experience

'It is really helping my self-esteem and sense of purpose to know that I am helping others'



'I meet people affected by lymphoma and am able to give them tools and knowledge to help them improve their lives'

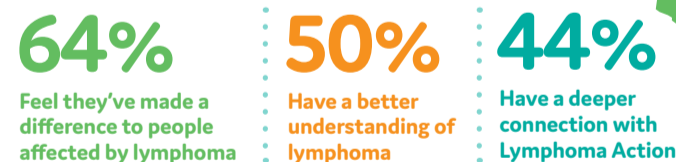


'I'm happy to be able to give back to Lymphoma Action, in return for the services that it provides and which I so value'

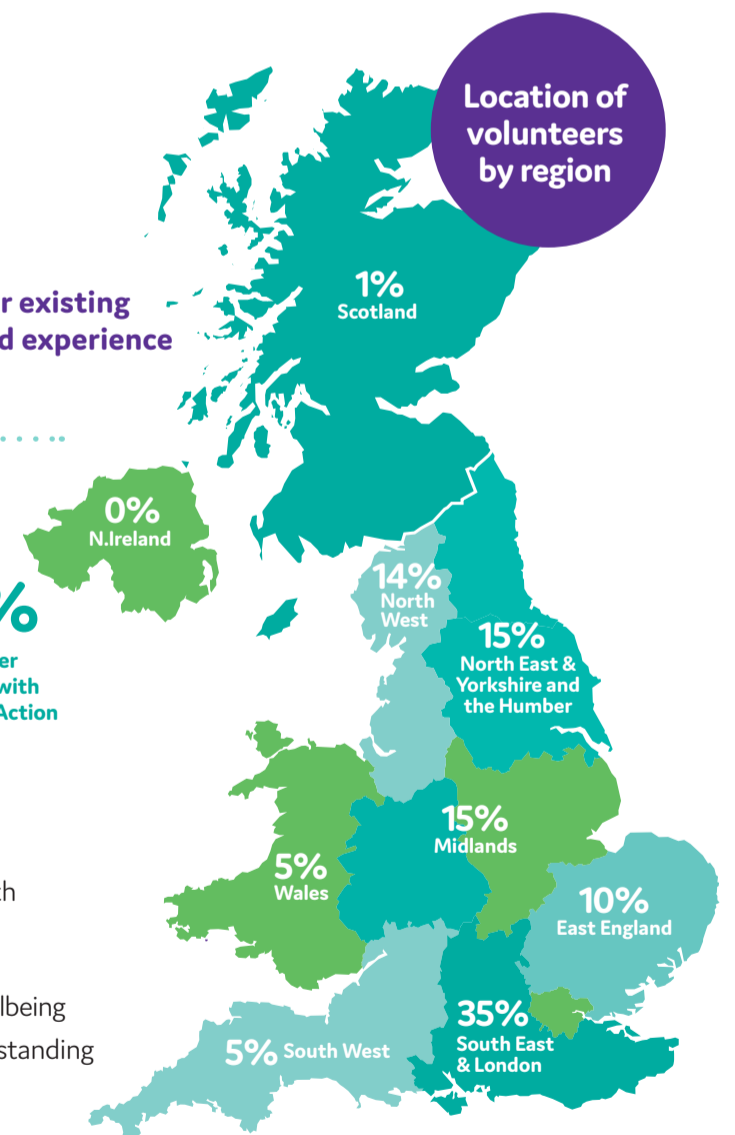
'I feel more confident and informed, and grateful to help others'



Top three things volunteers have gained:



- **84%** are satisfied or extremely satisfied with their volunteer experience
- **76%** have got involved in other opportunities with Lymphoma Action since volunteering e.g. attend events, share their story, fundraise/donate
- **56%** say volunteering has improved their own wellbeing
- **55%** say their induction gave them a good understanding about volunteering with Lymphoma Action
- **50%** have been given opportunities to connect with other volunteers



OUR ACTIONS - Following this year's feedback survey we will:

- Continue consultations**
Work with volunteers and staff to shape the volunteering programme and form a strategy.
- Improve processes**
Develop consistent recruitment and induction processes to ensure volunteers are supported and confident in their roles.
- Create opportunities**
Develop current roles and launch new opportunities to encourage further volunteer involvement.
- Expand recruitment**
Widen our volunteer recruitment activity to engage with a diverse range of people and increase regional presence.
- Launch e-updates**
Introduce quarterly e-updates to keep volunteers informed and connected to our work.
- Connect volunteers**
Introduce opportunities to connect our volunteers together.