

Volunteer Experience Survey 2019

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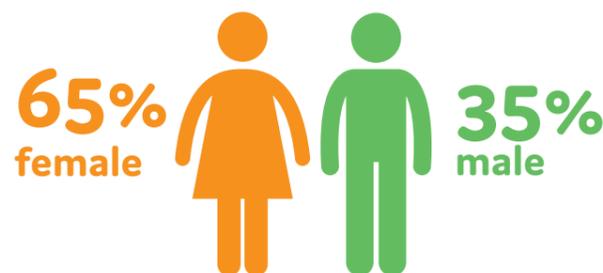
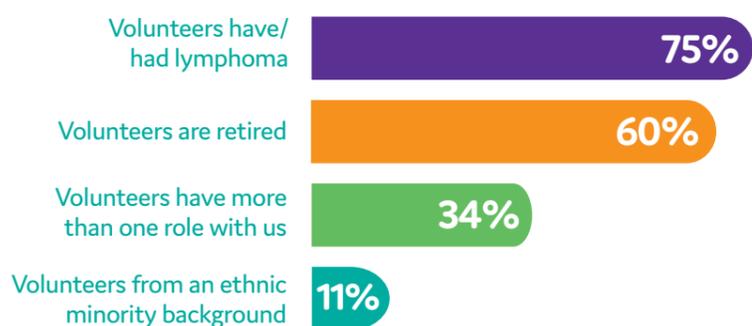
volunteers took part in our survey

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, which we have been working on for the last year.

Following our first Volunteer Experience Survey in 2018, we ran the survey again in 2019 to build on the results and to gain valuable feedback from our volunteers to inform our next steps. We have since launched our first-ever Volunteering Strategy which confirms the direction of our work and where we will focus our energy and resources over the next 3 years.

87% are satisfied or extremely satisfied with their volunteer experience

About our volunteers



Top three current reasons for volunteering:

- 1 My connection to lymphoma
- 2 I want to make a difference
- 3 I believe in what Lymphoma Action does

The volunteer experience

'I have learnt a lot of new skills which has helped me create more awareness in my own community'

'It's very rewarding and fulfilling to give back the support and empathy I received during my lymphoma diagnosis'

'Volunteering has enriched my life as I hadn't realised until I did it, how much of a buzz I get from talking to others about the work of Lymphoma Action'

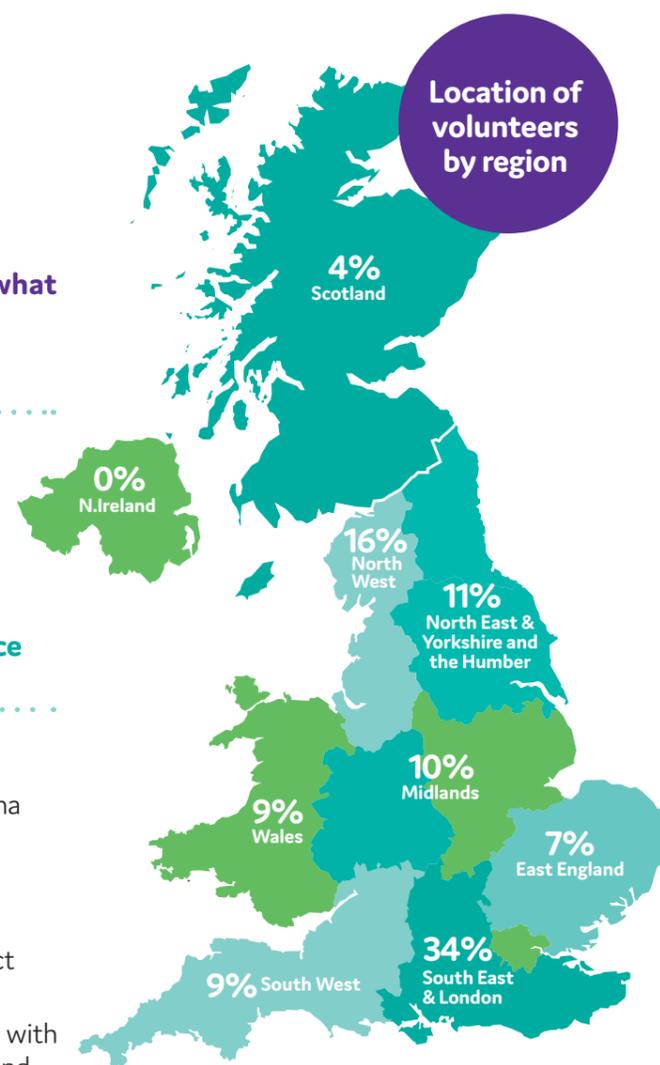
'Volunteering has meant a lot to me personally as I feel I am using my skills and abilities again'

Top three things volunteers have gained over the past year:

- I have a sense of purpose
- I have met new people and made friends
- I have developed my skills and experience

As a volunteer:

- 87% have a better understanding of lymphoma
- 72% feel supported in their role(s)
- 66% say volunteering has improved their own wellbeing
- 52% have been given opportunities to connect with other volunteers
- 40% have got involved in other opportunities with Lymphoma Action since volunteering e.g. attend events, shared their story, fundraise/donate



OUR ACTIONS

Our vision for volunteering is that it is at the heart of Lymphoma Action: through a supportive and empowering volunteer experience, our volunteers will make the greatest positive impact for everyone affected by lymphoma.

To achieve both our volunteering vision and the organisation's, we need to strengthen and grow the volunteering programme. Following this year's feedback, we will make sure that our developments respond to the needs of our volunteers and will focus on increasing our regional presence, providing opportunities to connect our volunteers and supporting volunteers to safely and effectively carry out their roles by improving our processes and introducing new resources.