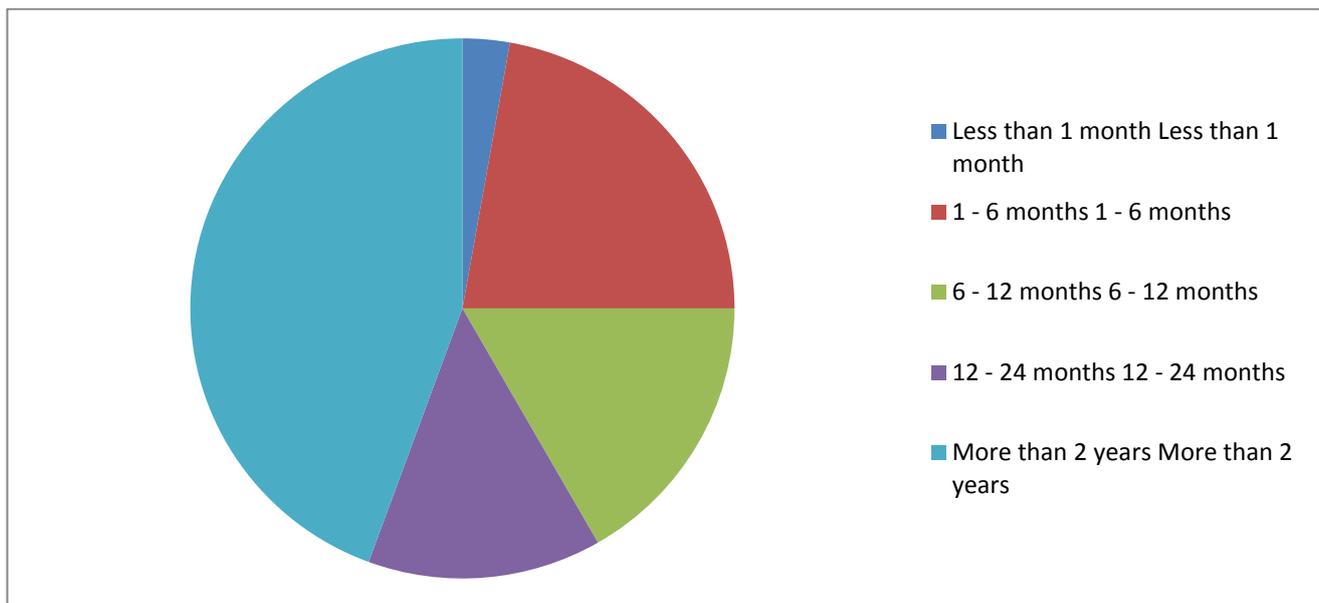


Volunteer Impact Assessment Report April 2016

Nottinghamshire Healthcare NHS Foundation Trust has a large volunteering population, and we were keen to capture feedback from them about the impact they feel they have on our services and service users/carers. We were also keen to capture feedback about the service and support we offer to volunteers, enabling them to undertake their role.

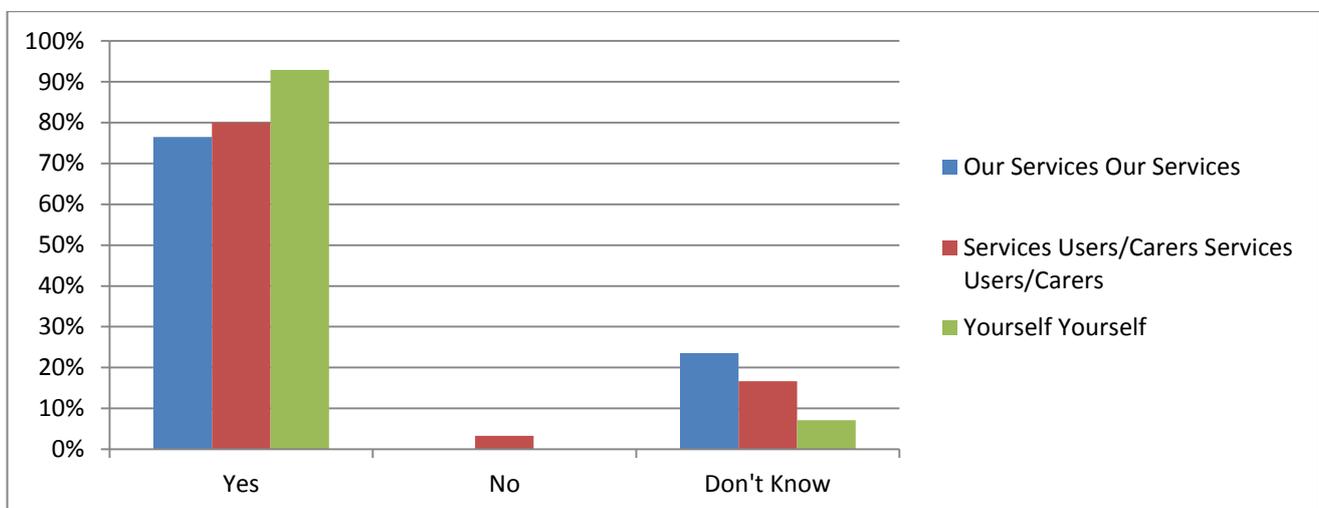
We sent out a survey, via email, and also handed out hard copies in both Involvement Centres. We received 38% responses. Thanks to everyone who responded; overall we had a very positive response. It has told us a lot about what our volunteers think about the service we provide but more importantly how we can improve it.

From the volunteer respondents, the majority have volunteered with us for over two years.



In future surveys, we hope to expand on this question by breaking it down into further segments, particularly to give us more detail about those who've volunteered for a significant amount of time.

Overall our respondents feel that they do make a difference to our services, our service user/carers and themselves.



Our Services

“Service Users benefit greatly from contact with people outside the hospital”

Service Users/Carers

“Sharing lived experience and offering support can only help”

Yourself

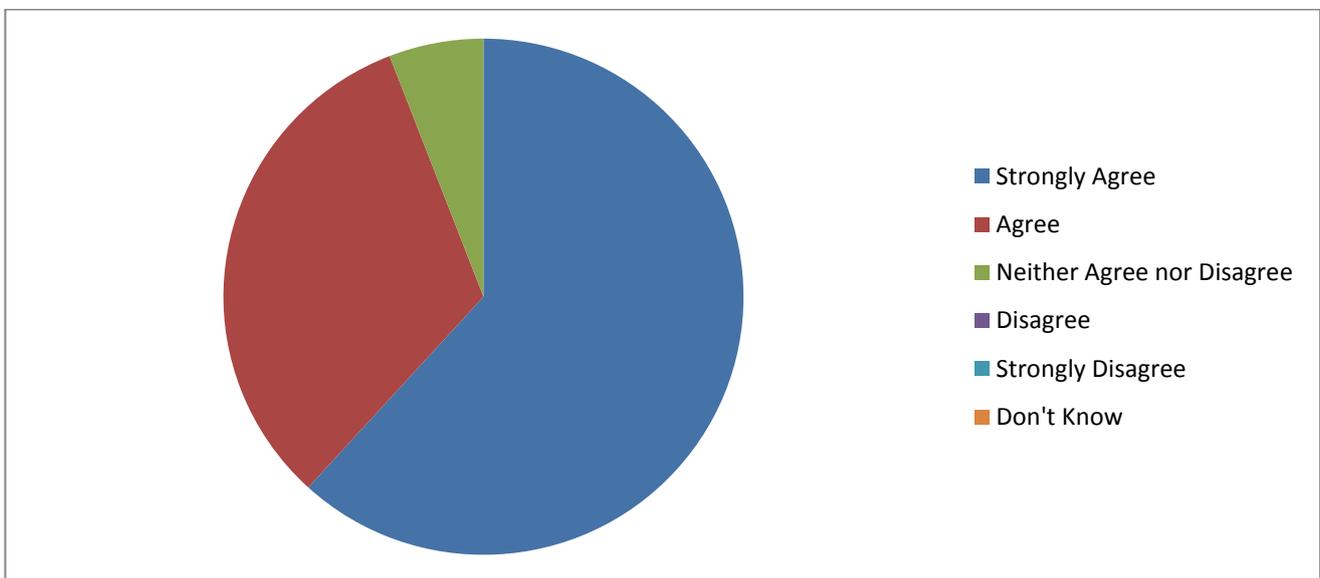
“It’s good for my self-esteem.”

“The main difference to myself is increased self-esteem and the opportunity to use my skills to help others which in turn keeps me motivated”

“Besides caring for my son, I like to feel that I am helping to improve the provision of care for him and others”

Work needs to be done though as 12% felt that they did not know if they did make an impact in their volunteering role. We hope to improve this score by ensuring that we collect and share more feedback from staff and patients about the impact volunteers have in their roles.

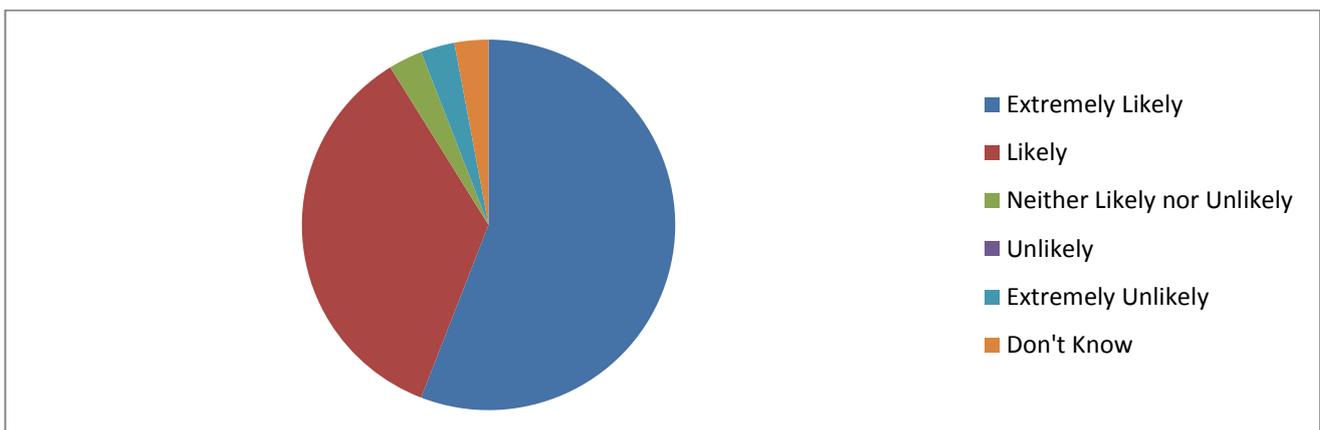
With the exception of two respondents who were unsure, all volunteers felt that volunteering benefitted them.



“Made me believe I can do anything I put my mind to”

“Helped my MH [Mental Health] improve”

9/10 volunteers would recommend volunteering at Nottinghamshire Healthcare NHS Foundation Trust to friends or family.



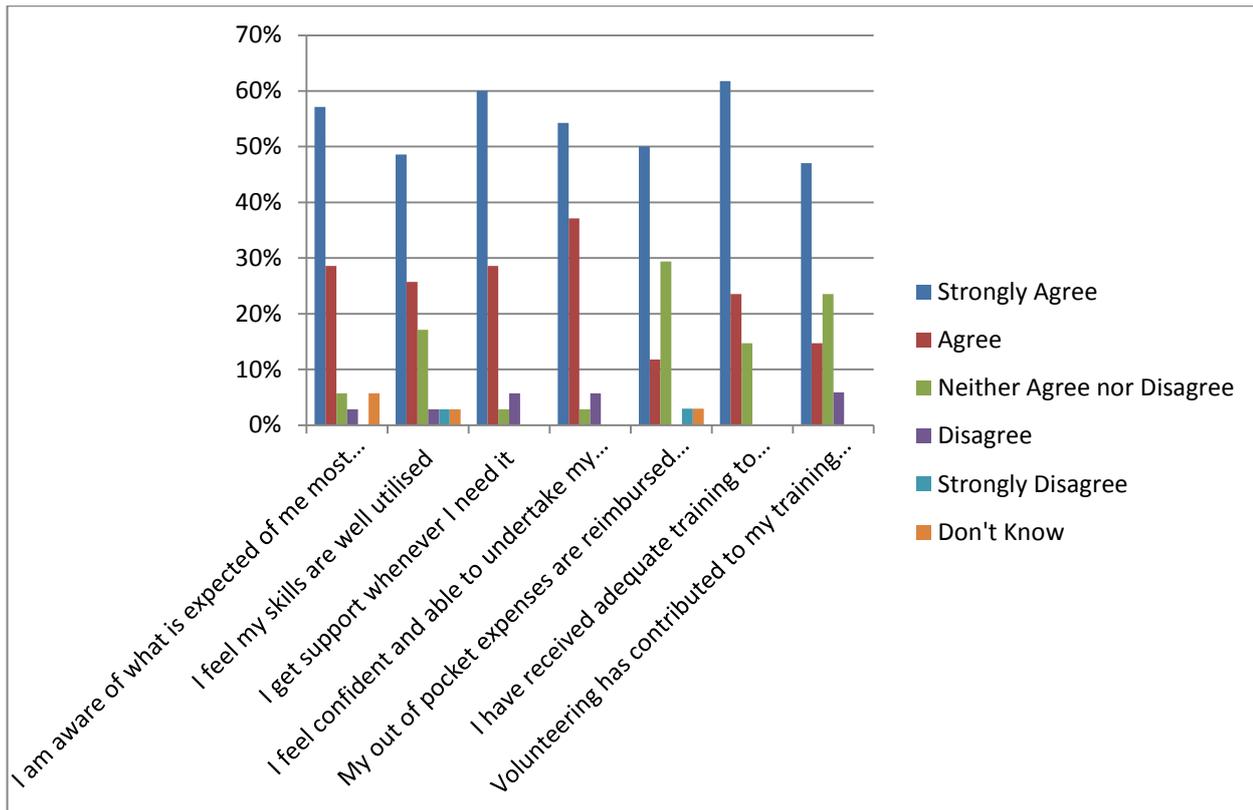
“It’s very worthwhile”

6% did not know or were extremely unlikely to recommend volunteering with the Trust. We intend to explore this further, to understand why these volunteers would not recommend our service to enable us to improve what we do.

“I have brought along two friends and they have enjoyed volunteering for the Trust”

“Volunteering for the tour [Trust] is not for everyone.”

When asked for response to the following statements, we received a varied response:



87% of responders were aware of what is expected of them in their volunteering placement.
“My role was thoroughly discussed”

75% of responders felt that their skills were well utilised.
“As a former teacher I feel I can interact well with people and in a professional manner”

87% of responders felt that they could get support whenever they needed it.
“The Involvement manager and Team give support.”

93% of responders felt confident and able to undertake their volunteering role.
“I wouldn’t do it if I didn’t feel confident”

63% of responders felt that their expenses were reimbursed promptly.
“Since the system changed for expenses, I feel it is not paid into your account quick enough.”
“Could do with a clearer system”

84% of responders felt that they had received adequate training to undertake their volunteering role.
“Training is set at an appropriate level for all participants”

59% of responders feel that volunteering has contributed to their training and employment skills

“My CV is now quite impressive but I am not looking for paid work.”
“Retired”

As a service we have several things that we can improve upon:

- Role descriptions for each volunteer which contain a list of expectations
- Ensure that, at interview/review we ask volunteers about their skills and where possible place them in suitable roles. Where this is not possible, we utilise their skills in the best possible way.
- Ensuring that reviews are regular, that volunteers know where to go to for support, from both the Involvement, Experience and Volunteering Team and also from placement officers within the services where they volunteer.
- The reimbursement of expenses seems to be an issue, we need to look at if/why the system is slow and if it can be improved. If there are no further improvements that can be made, we need to ensure that volunteers are not adversely affected, and that they have appropriate expectations.

Other Comments:

“Volunteering has been a life saver for me.”

Giving hope and inspiration to others who are not well is so fulfilling. What a wonderful way to spend my retirement...”

“is it not ofr my volunteer work and the people I work with service users and patience and start [staff] I truly would not be here today.”

We hope to make this survey a regular occurrence, every six months. Next time we will survey more volunteers, we hope to give each volunteer a survey either in hard copy or electronically.

We also intend to survey staff that have volunteers to establish their perspective on the impact volunteering has on their service.

For those services who do not currently have any volunteers, we will promote our volunteering and befriending service, establish whether they are able to place volunteers and will encourage them to do so.

We also intend to survey patients, service users and carers to find out how they feel about the contact they have with volunteers and the impact this has on their lives and wellbeing.