



## Volunteer Survey 2020/21



Photos taken before March 2020

At LGBT Health and Wellbeing volunteers are vital in the work we do. As such, it is important to us that our volunteers are satisfied and fulfilled within their roles.

Our Volunteer Survey sits alongside our day-to-day systems for support. It helps us continue to respond and review our approach to volunteers to ensure that we provide a positive experience and adhere to best practice around volunteer management.

We continue to work hard at improving the experience of those volunteering with our organisation.

In early 2019 we achieved **Investing in Volunteering** accreditation which ensured that we reviewed not just our induction process but also our ongoing support to volunteers.

From March 2020 we shifted all our services online and this has also changed the nature and type of volunteering that many have experienced. Some volunteers have been able to volunteer more with us and due to other challenges during 2020 some of our volunteers have had to take a sabbatical from working with us.

**During 2020/21 our 138 volunteers contributed 6,313 hours of volunteering.**

**This is the equivalent of an extra 4 full-time members of staff.**

Our latest **Volunteer Survey** was undertaken during March 2021

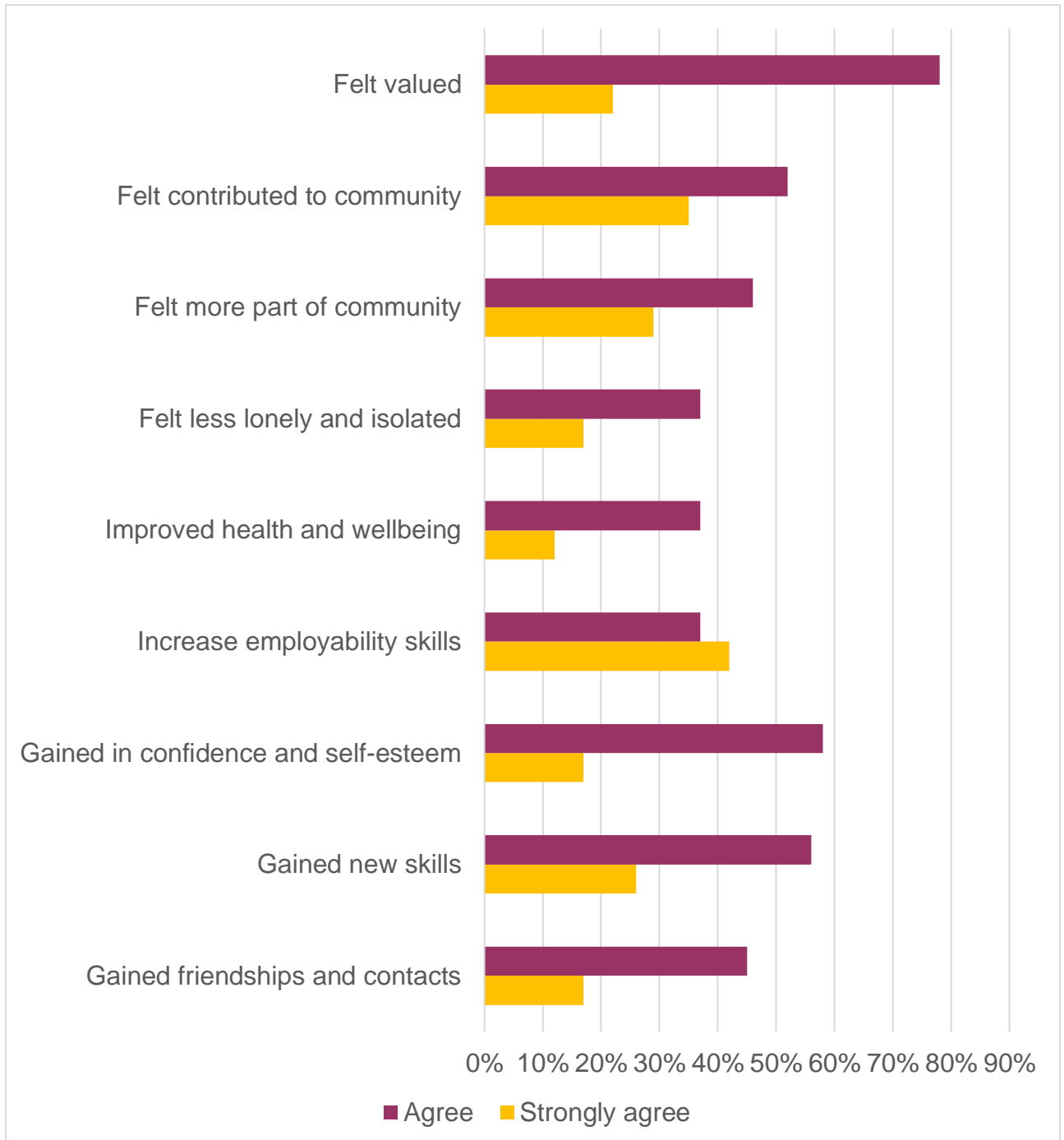
Thank you to all our wonderful volunteers whose energy, drive and passion continue to amaze us

THANK YOU for all your amazing work



## Impact of volunteering

The overall results of this survey continue to show encouraging feedback with 96% of respondents reporting that they would recommend their volunteering opportunities to a friend (up from 90% in 2019). 100% of volunteers felt valued.



## Key findings in the 2020/21 survey include:

- **71%** of volunteers rated their 'overall experience' as excellent or very good (80% in 2019)
- **50%** of respondents undertake volunteering with us at least once a week

Motivation for volunteering continues to highlight the strong desire for volunteers to support a cause they believe in with 100% of respondents strongly agreeing or agreeing that they make a difference.

Other motivations were using skills of benefit to the organisation (95%) and people feeling that they can work well in a team (71%).

### Communication

- **75 %** of respondents thought that communication from the organisation was good, very good or excellent

Since March 2020 we have not produced a dedicated Volunteer Newsletter as we did before rather we have produced a "Wellbeing at Home" newsletter which intends to connect volunteers with the organisation by way of focussing on health and wellbeing during lockdown and beyond.

### Recruitment and induction

- **75%** of respondents thought the recruitment process was excellent or very good
- **70 %** thought the volunteer induction was excellent or very good (72% in 2019)

Since the last survey we delivered a in person induction in February 2020.

We also developed and delivered online induction training via zoom in February 2020.

### Ongoing support

- **75%** rated the support from their supervisor as excellent or very good
- **63%** rated ongoing training opportunities as good, very good or excellent.

## Personal benefits of volunteering

As a trainee therapist, this is a particularly supportive organisation to have my placement with beautiful human emotions, more understanding of kindness to others, better listening skills and value myself more.

Sense of purpose and satisfaction in contributing to and making a difference.

I love putting my skills to use and being part of a team and project.

Greater insight into myself, developing skills working with younger clients that I had in a previous volunteer placement.

Working in an area that nourishes me professionally.

A sense of self-worth and contribution to society.

## Impact of the pandemic on volunteering

33% of respondents reported that they had **increased** volunteering with us since March 2020.

**We asked respondents if since March 2020 their personal circumstances had affected volunteering:**

The helpline being delivered from home was difficult due to technology issues at the start of lockdown. However, now have a phone that enables me to take calls.

I have had more time to volunteer since retiring.

The impact of workload on time available to volunteer.

Yes, I took a 6 month break because I thought home working on the helpline wouldn't suit me.

No, working from home and can volunteer later in evening.

It has been easier to commit regularly because of the portable phone system.

Being put on furlough for a period allowed me to volunteer more.

### We asked respondents in what way has your role changed since March 2020:

I have been more active in my role supporting the organisation. During COVID 19 restrictions my involvement has positively contributed to my structured routine, meaningful occupation and intellectual stimulation.

Although there is much value within in-person events, I have enjoyed seeing people from all over Scotland who are able to attend digital events, especially from more rural areas who can now connect with their Queer community without geographical, accessibility or financial barriers. On a personal level, it can feel quite isolating at times working from home, but this isn't solely an LGBT Health issue, this is a nationwide issue for everyone working from home given the current situation.

Everything has gone online which, honestly, has suited me as someone based in Glasgow. Although face to face would be very helpful for meeting and bonding with (others) I think the online format does suit us.

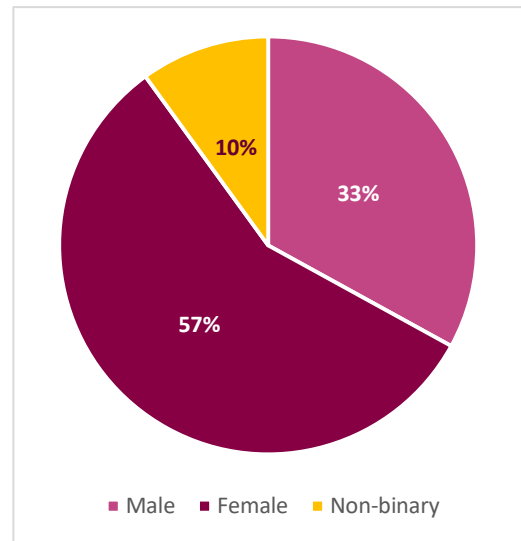
The move to online events has been positive and it has meant that I am able to volunteer more often. However, the initial tech challenges were difficult as there was sometimes not much patience or understanding from the community members attending events.

## Demographic info

The survey also indicates a snapshot of demographic information.

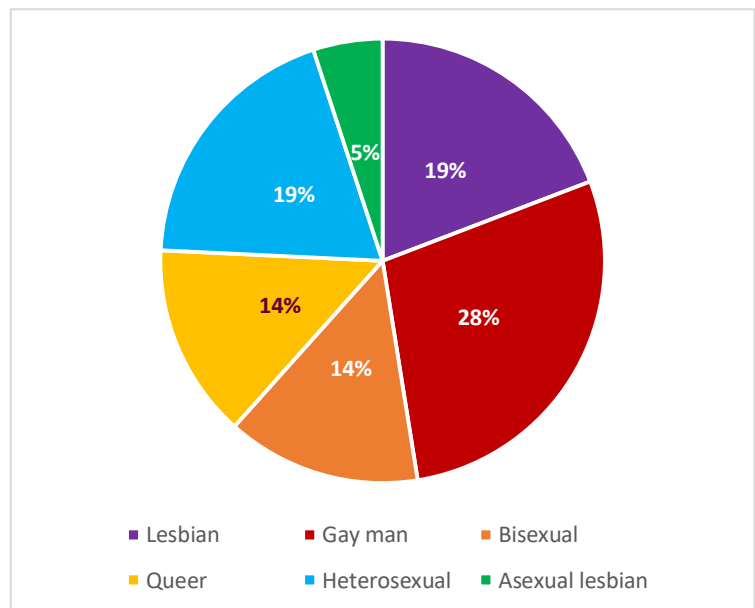
Of respondents, 33% identified as male, 57% as female and 10% non-binary

5% of respondents identify as transgender or having a transgender history.



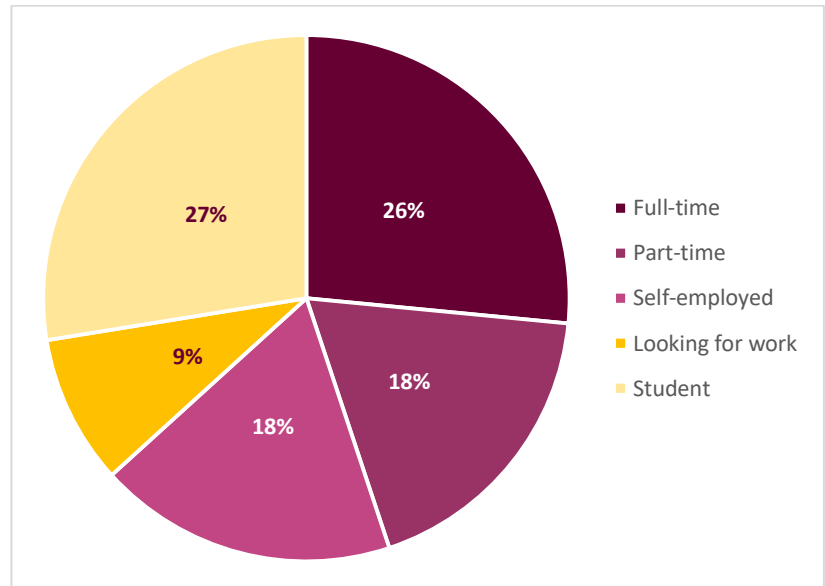
## Sexual orientation

- 19% of respondents identified as being a lesbian/gay woman
- 28% as a gay man
- 14% bisexual
- 14% as queer
- 19% heterosexual
- 5% asexual lesbian



## Employment status and caring responsibilities

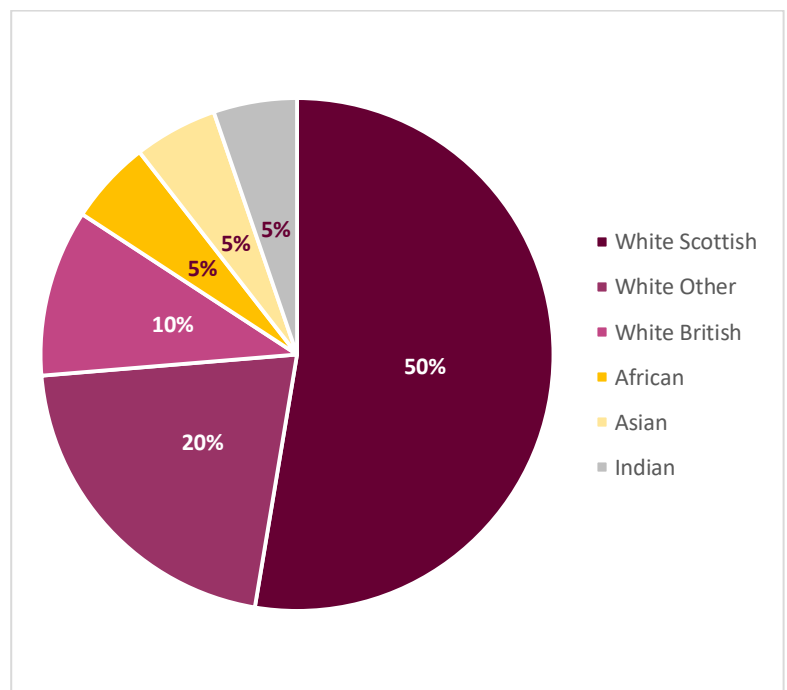
- 14% of respondents were carers
- 9% of respondents were parents (or prospective parents)



## Ethnicity and faith

64% respondents had no religious belief

- 50% of respondents identified as White Scottish
- 20% “other” white background which included European and other UK countries
- 10% of respondents identified as White British
- 5% of respondents were African
- 5% of respondents were Asian
- 5% respondents were Indian







## Registered office

LGBT Healthy Living Centre  
(operates as LGBT Health and Wellbeing)

Duncan Place Community Hub  
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Edinburgh  
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Scottish Charity No. SC034216 | Company Limited by Guarantee No. SC2462

[www.lgbthealth.org.uk](http://www.lgbthealth.org.uk)



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