



Compass Disability Services

Pointing you in the right direction

Volunteer Satisfaction Survey 2012

Introduction

Compass Disability Services' Volunteer Satisfaction questionnaire was circulated to 21 people that regularly give up their time to volunteer for us; this is our trustees as well as members of the Hub and Voice and Influence projects. Those that have access to emails and the internet were sent a link to the questionnaire on Survey Monkey. Everyone else was sent a copy in the post in the appropriate format.

A covering letter/email thanked our volunteers for their continued dedication and support to Compass Disability Services in whichever capacity they give their time and stated that we hope they will continue to work with us in the future. A brief overview of feedback from the previous year's survey was given and how the information gathered was translated into actions during the subsequent year. Finally we reiterated that by completing the survey and providing feedback regarding their experience of being a volunteer helps us to plan for the future and ensure our volunteers are valued.

The questionnaire was broken down into five sections and was comprised of 20 questions in total.

Summary of findings (full results can be viewed at p4 onwards)

11 out of 21 people responded to Compass Disability Services' Volunteers Satisfaction survey, this is a return rate of 52%.

All respondents said that were made to feel welcome when joining Compass Disability Services and the majority of people said they felt valued as a volunteer, with one person wishing to be 'used more'. No-one felt they had been discriminated against, which is obviously positive news for us. Only 54.5% of respondents said that staff and volunteers are supportive and treat each other with respect 'all of the time', with the remaining 45.5% saying this only happened 'most of the time'. The majority of people said they fully understood the purpose of the project(s) they are involved in and Compass Disability Services as a whole. One person made an additional comment that they feel the purpose and role of the organisation is continually growing and changing, it may feel like this with different tenders

being submitted and new projects starting but all the work that Compass Disability Services undertakes is always working towards our mission of 'enabling disabled people to have equality of opportunity', we may just approach this in a number of different ways.

The majority of people stated that their role had met their expectations, although again one person would like a more active role. 90% of respondents said that they get a sense of personal satisfaction from their role all or most of the time and 80% said they feel part of the team all or most of the time.

Although more than three-quarters of respondents said they feel that sufficient training is provided for volunteers, two additional comments suggest that more training is needed but do not mention in relation to which type of role. As the volunteers are involved with different projects it is difficult to translate this into actions as additional training for trustees, VIPs or Hub members would be very different. If anyone would like to discuss training needs they should feel free to do so at any time with a member of staff.

All respondents said that they are given clear directions and most said they feel able to exchange ideas with the rest of the team. One additional comment was made regarding 'some members' dominating, unfortunately no further information is given about whether this means staff or volunteers. 90% of people said they feel informed regarding developments at Compass Disability Services although 30% of people said they feel their time and skills were 'sometimes' well utilised. This suggests that there is potential for increased involvement from our volunteers to utilise their available skills to the benefit of the organisation.

When asked about additional policies or procedures that should be implemented at Compass Disability Services two people raised the subject of mental health. One person wants more clarity about how people with mental ill-health or distress are dealt with; I assume this means within Compass Disability Services. Our policy has always been that anyone that considers themselves to be disabled (whether this means mental ill-health or distress, physical and/or sensory impairment(s), mobility impairment(s) or learning difficulties) can become involved with the organisation and we always encourage people to become involved whatever their impairment or background. In order to fully answer this question, it would be helpful if more information or specific examples could be provided of what we can do further.

Another comment suggests 'switching to a role of active campaigning (as well as keeping current role)'. We understand that this might be something very important to our volunteers and users, however being a campaigning organisation is something that Compass Disability Services has specifically steered away from in the past. One of the main reasons is that we prefer to take a partnership approach and work with the local authorities as a 'critical friend'. This ensures that we represent the views of members and can challenge the authorities to improve their services or facilities whilst still maintaining the professional service-delivery side of the business (services that we are contracted by the authorities to provide such as direct payment support, payroll, etc). Having said this, we do support other organisations' campaigns if we feel it is something that affects our members, such as taking part in the 'Hardest Hit' march in Bristol and inviting our members to participate, and we may also show our support via Facebook or other petitions that we become aware of.

'Fulfilling' and 'the best' are two of the six positive comments given when answering 'how would you describe Compass Disability Services as an organisation to volunteer for?' It is great to receive such positive feedback, although only six out of 11 people answered this question.

One of the final comments suggests being 'more aware of how confusing all the different activities can be to people who are starting to feel interested in it [Compass Disability Services]'. We certainly do appreciate that the work of the organisation can appear fragmented and seem very confusing, we are always open to new ways of explaining what we do if anyone would like to make suggestions. It can help to tell people the mission of the organisation – 'to enable disabled people to have equality of opportunity' and then explain that all the work we undertake is focussed on working towards this aim, which take a number of different forms. If a person then requires further information you can expand on our consultation work (working with local authorities to improve access to their services/facilities) or tell them that we can support people to have a direct payment or personal health budget (in the areas in which we are contracted to do so) which results in them having greater independence, choice and control in the life, or mention the hate crime project which is aimed at raising awareness about disability-discrimination and crimes against disabled people, etc.

Conclusion

The findings of this survey are generally positive with some suggestions for improvement, specifically:

- Encouraging staff and volunteers to be supportive, show respect for each other and make people feel part of the team 'all of the time'.
- Try to make as much 'use' of volunteers as they are willing to give their time for.
- Ensure all volunteers fully understand the projects they are involved in and the organisation as a whole.
- Try to find out more specifically how training can be improved, make sure volunteers understand why it's important and ensure it is relevant to their roles.
- Try to encourage the sharing of ideas between team members.

We will soon be adding a new member of staff to the Compass Disability Services' team – a Volunteer Coordinator. This person will be responsible for activities such as volunteer supervision, identifying volunteering opportunities and coordinating volunteer training across all projects. We hope that this new role will help to resolve some of the issues raised and further enhance our offering to volunteers. In light of new projects that will soon be commencing, such as the new carers service, the number of volunteers working with the organisation is likely to increase significantly and therefore such coordination will be critical in ensuring the success of the volunteer roles and their personal satisfaction.

Overall we are happy with the feedback we have received from our volunteer satisfaction survey 2012 and will keep in mind the areas for improvement in the coming months.

Full results

Section 1: An organisation to volunteer for

Q 1. Do you feel valued as a volunteer of Compass Disability Services?

Yes	Some of the time	No
10	1	0
90.9%	9.1%	-

If “no” what can we do to make you feel more valued?

- Make more of me, apart from occasional forums I am not used – I am a qualified adult learner teacher

Q 2. Do you feel that new volunteers are made to feel welcome when first joining Compass Disability Services?

Yes	No
11	0
100%	-

If “no” how can we make newcomers feel more welcomed?

- Though I must admit, this could do with a “Don’t know” box, I can’t speak for others on this.
- Yes, David is very nice and friendly.

Q 3. Have you ever felt discriminated against by staff, trustees or other volunteers while volunteering for Compass Disability Services?

Yes	No
0	11
-	100%

If “yes” please give details:

- No comments.

Q 4. Do you feel Compass employees, trustees and volunteers are supportive of each other and treat each other with respect?

All of the time	Most of the time	Some of the time	Never
6	5	0	0
54.5%	45.5%	-	-

If “never” please tell us why:

- I believe there is a great deal of support and respect between staff members - and mostly to volunteers.

Q 5. Do you fully understand the purpose of the project(s) you are involved in?

Fully	Partly	A little	Not at all
9	1	1	0
81.8%	9.1%	9.1%	-

What could we do to help you understand more?

- Ask me
- Time is taken to explain projects - also we are usually informed by letter

Q 6. Do you fully understand the purpose of Compass Disability Services?

Fully	Partly	A little	Not at all
9	2	0	0
81.8%	18.2%	-	-

What could we do to help you understand more?

- We created family tree of the organisation which certainly was helpful: suggest more use is made of it.
- Partly - only because your purpose and role continually grows and changes.

Section 2: Your role

Q 7. Has the role met your expectations?

Yes	Partly	No
10	1	0
90.9%	9.1%	-

If “no” please explain:

- I would have liked a more active participating role.

Q 8. Do you feel you have access to or are provided with adequate resources to carry out your role as a volunteer within the organisation?

Yes	No	Did not answer
10	0	1
100%	-	

If “no” please tell us what resources you feel you are missing:

- No comments.

Q 9. Do you get a sense of personal satisfaction from your role?

All of the time	Most of the time	Some of the time	Never	Did not answer
6	3	1	0	1
60.0%	30.0%	10.0%	-	

Additional comments:

- The positive feedback that I receive when I volunteer only makes me want to continue to volunteer and strive in my role.
- I'm not looking for personal satisfaction, sometimes it's just a job needing doing.
- Should not be trustee.
- I am not yet a volunteer but have done the champions course. I am unable to make any commitment yet as my mum has had another

stroke and I have to be here all of the time, I have put in for extra help and once I have this I would like to become a volunteer.

- Again, I would ask to be allowed to help more.

Q 10. Do you feel part of the team?

Always	Most of the time	Some of the time	Never	Did not answer
7	2	1	0	1
70.0%	20.0%	10.0%	-	

If “never” please tell us why:

- No comments.

Section 3: Training and development

Q 11. Do you feel there is sufficient training provided to fulfil your personal development goals?

Yes	No	Did not answer
7	2	2
77.8%	22.2%	

Additional comments:

- A planned training session should go some way to helping this.
- I feel that the training provided is very beneficial in fulfilling my personal development goals.
- I have no real personal development goals.
- Volunteers are given full support - explanations and help when needed.
- It is wrong to say no but some of the new volunteer's need a bit more training.

Q 12. Do you feel that the training you have undertaken has been relevant to your role?

Yes	Sometimes	No	Did not answer
8	2	0	1
80%	20%	-	

If “no” please detail why:

- No comments.

Q 13. Do you feel you are encouraged to fulfil your potential?

Yes	Sometimes	No	Did not answer
8	2	0	1
80%	20%	-	

If “no” please detail why:

- No comments.

Section 4: Leadership and communication

Q 14. Do you feel you are given clear directions?

Yes	Sometimes	No	Did not answer
10	0	0	1
100%	-	-	

If “no” please explain how this could be improved:

- No comments.

Q 15. Do you feel you have opportunity to exchange ideas with the rest of the team?

Yes	Sometimes	No
10	1	0
90.9%	9.1%	-

Additional comments:

- I feel that exchanging ideas with the rest of the team is another way for the organisation to strive and grow.
- Most of the time - surprisingly enough I have found that some members tend to dominate.

Q 16. Do you feel you are kept informed with developments at Compass Disability Services?

Yes	Sometimes	No
10	1	0
90.9%	9.1%	-

Additional comments:

- No comments.

Q 17. Do you feel your time and skills are being well utilised?

Yes	Sometimes	No	Did not answer
7	3	0	1
70.0%	30.0%	-	

If “no” please detail:

- Not yet, but not yet volunteering properly due to personal commitments.
- Please try to make more use of me.

Section 5: About Compass Disability Services

Q 18. Are there any policies and/or procedures you would like to see implemented at Compass Disability Services?

Yes	No	Did not answer
3	6	2
33.3%	66.7%	-

If “yes” please state:

- More clarification of the way mental health disabilities are dealt with and greater acknowledgment of the way these conditions can affect almost anyone.
- I don't know if it's possible but switching to a role of active campaigning? (as well as keeping its current roles).
- Well, possibly. I would need to be greater informed of any restrictions before giving an opinion!
- More to do with mental health.

Q 19. In your own words how would you describe Compass Disability Services as an organisation to volunteer for?

- They are a good lot of people to help.
- Fulfilling.
- It's the best organisation in my opinion to volunteer for. The staff and everyone is kind and helpful which only makes you want to volunteer and be a part of their team.
- If it weren't for the likes of Compass Disability Services the state would quickly destroy the vulnerable in the blink of an eye.
- Most helpful / happy.
- Very nice friendly organisation. I felt very welcome and enjoyed the Champions Course.

Q 20. Are there any more comments you would like to add that would help Compass Disability Services improve as an organisation to volunteer for?

- Compass Disability Services should perhaps be more aware of how confusing all its different activities can be to people who are starting to feel interested in it.
- Maybe a volunteer's curry night?
- More help from volunteers.
- Keep on doing what you are doing - and though I haven't attended all trustee meetings (I had not received notification) I will help fully and completely.
- I think you are doing a good job already.
- Just keep doing the same.