

Volunteer Satisfaction Survey 2009		Percentages	
No of questionnaires mailed	140		
No of responses received	35		
Percentage returned		25%	
1 How long have you been a volunteer with ACKuT?			
Less than 1 year	9	26%	
1-5 years	16	46%	
6-10 years	7	20%	
More than 10	2	6%	
2 How many hours per week do you spend volunteering, on average?			
Less than 1 hour	1	3%	
1 - 2 hours	5	14%	
2 - 3 hours	7	20%	
3 - 4 hours	11	31%	
4 - 5 hours	4	11%	
5 - 6 hours	1	3%	
6 - 8 hours	3	9%	
8 -10 hours	1	3%	
10 - 15 hours	1	3%	
15 - 20 hours	1	3%	
3 What is your role?			
Raleigh Day Centre	11	31%	
Bradbury	2	6%	
Age & Youth Mentoring Project	4	11%	
Age & Youth School-based Project	10	29%	
In Touch/Friends in Touch			NB Some respondents have more than one role
Home Buddy	3	9%	
Lunch Club	1	3%	
Admin/Support Services	7	20%	
Advice & Advocacy	1	3%	
Other	5	14%	
4 How satisfied are you with your volunteering experience?			
Very satisfied	25	71%	
Satisfied	10	29%	
Dissatisfied			
Very dissatisfied			
5 How satisfied are you with the ACKuT staff you work with?			
Very satisfied	23	66%	
Satisfied	10	29%	
Dissatisfied	1	3%	
Very dissatisfied			
Not answered	1	3%	

6	What difference would you say volunteering with ACKuT makes to your life?				
	Making positive contribution/difference	12	34%		
	Giving something back	1	3%		
	Learning/practising skills	3	9%		
	Enriching/rewarding/fulfilling	10	29%		
	Gives structure to life/time	4	11%		
	Helps keep active/get out of the house	2	6%		
	Greater confidence	1	3%		
	Meeting new people/contact with others	5	14%		
	Greater insight into and understanding of lives of older people	2	6%		
	Feeling part of a team/community	3	9%		
	Good challenge	1	3%		
	Helps forget about own problems by helping others with theirs	1	3%	NB Some respondents stated more than one difference	
	Alters view of world	1	3%		
	Interesting	3	9%		
	Not a lot	1	3%		
	None	1	3%		
7	Do you feel you need any further training to help you carry out your volunteering work effectively and/or safely? If so, what?				
	Yes:	8	23%		
	IT skills	2	6%		
	Flexibility	1	3%		
	More responsibility	1	3%		
	Shadowing member of staff	1	3%		
	Emotional support	1	3%		
	Refresher course on safeguarding adults	1	3%		
	Update on providing meals service	1	3%		
	No	17	49%		
	No response	9	26%		
8	Are there changes you would suggest in how we work with our volunteers?				
	Yes	11	31%		
	Feel more part of ACKuT	1	3%		
	Opportunity to talk to/get together with other volunteers and staff	4	11%		
	Ask for feedback	1	3%		
	Shadowing member of staff	1	3%		
	Better organisation and management - instructions from only one member of staff	1	3%		
	Personal and skills development	1	3%		
	Appraisal	1	3%		
	Email newsletters fortnightly with centre news and goings on	1	3%		
	No	15	43%		
	No response	10	29%		

MONITORING INFORMATION			
No of monitoring forms mailed	140		
No of responses received	34	24%	
Male	10	29%	
Female	24	71%	
Age Group			
16-17			
18-20			
21-24	2	6%	
25-29			
30-39	3	9%	
40-49	3	9%	
50-59	6	18%	
60-64	1	3%	
Over 65	13	38%	
Over 75	4	12%	
Not answered	2	6%	
Ethnic Origin			
White UK	30	88%	
White Irish			
White Other	2	6%	
Greek/Cypriot			
Mixed White & Asian			
Asian - Indian	1	3%	
Black African	1	3%	
Disability or long term limiting illness?			
Yes	6	18%	
No	22	65%	
No response	6	18%	
Registered disabled?			
Yes	5	15%	
No	24	71%	
No response	5	15%	
Refugee status?			
Yes			
No	29	85%	
No response	5	15%	
Employment Status			
Employed F/T	3	9%	
Employed P/T	3	9%	
Unemployed	4	12%	
Student/training	2	6%	

Primary Carer			NB Some respondents fitted into more than one category
Not working due to sickness or incapacity	1	3%	
Retired	19	56%	
Never in paid employment	1	3%	
Not answered	1	3%	
Education & Qualifications			
Higher degree	6	18%	
Professional qualification	12	35%	
First degree	6	18%	
NVQ	2	6%	
A levels	3	9%	
O levels/GCSEs	9	26%	
School Certificate	0		
No formal qualifications	3	9%	
No response	3	9%	
How did you hear about ACKuT?			
ACKuT volunteer	5	15%	
ACKuT staff member	6	18%	
Kingston Volunteer Centre	4	12%	
Newspaper article	2	6%	
Website:	2	6%	
Google - intergenerational work in local area	1		
Google - familiar with other Age Concerns	1		
Advertisement			
Other:	8	24%	
Always been aware of ACKuT	1		
Flyer at Kingston Library re: Bradbury	1		
Kingston Rotary Club	1		
RBK Wardens/Scheme Manager Joyce Smith	1		
Malden and Coombe Horticultural Society Newsletter	1		
Volunteer with M&C OPWA	1		
Local awareness	1		
Neighbour and friend	1		
No response	7	21%	