

## Evaluation report on volunteering at the TN22 clubs

### Background

In November 2013 we sent out surveys over a 2-week period to our volunteers to ask them for feedback on their experience of volunteering at the TN22 club and the TN22 Plus club (for memory loss and dementia). We asked 8 questions, also allowing space for comments, which are included in this report.

There are approximately 20 volunteers who play a vital role in supporting the running of both clubs. They volunteer in a number of different roles, including cooks; drivers; setting up and clearing the hall; helping with games and activities; buddying; serving lunches; collecting monies etc. The age range is 50+, male and female, and all live locally in Hadlow Down and surrounding towns and villages. We received 15 completed surveys back.

Here are the key findings and analysis from the survey.

### Key findings from the survey

The main reason that people volunteer is that they enjoy helping others (46%) and the second reason is to support their local community (34%).

We asked volunteers to rate their volunteering experience at the clubs and the majority (93%) feel valued and appreciated, are given information at the right time and are offered enough training opportunities; 92% are offered appropriate support.

We asked people to rank (1 being Not Good and 5 being Excellent) how much they enjoyed volunteering at the club – 67% rated it the highest at 5 and 33% rated it at 4.

On a scale of 1 to 5 we also asked how much benefit they gained from volunteering – 60% rated it the highest at 5 and 40% at 4.

There were a number of comments around what the benefits were. What came across in these comments were that it felt worthwhile; people felt useful and it was giving something back to the community. Working as a team was mentioned along with meeting new people and making new friends. It helped both members and helpers and it was good to see members making their own friendship groups to avoid being lonely. One person said they felt valued by contributing a great deal of good in the community and it had built up confidence in another person.

46% of volunteers said they would be interested in working in any new developments, with 27% saying no they wouldn't and 27% saying they weren't sure.

Some of the main comments on improving the club included needing more volunteers, including more cooks now that there was a club each week. It was suggested a cupboard to store away club equipment and ideas such as tea dances and garden visits. There was an issue raised around leaving the hall and toilets in a clean state. To raise awareness it was suggested a write-up in parish magazines. Comments on improving volunteering offered some suggestions around cooking and mealtimes and more volunteers setting up in the morning.

Some general comments were that the volunteers were looked after and worked hard with enthusiasm. It was commented that being a volunteer was fulfilling and enjoyable and one person loved it. One of the remarks was that they got as much out of the club as the members and that there is a lovely atmosphere and buzz.

## Survey analysis

### Question 1 we asked what was their main reason for volunteering at the club(s)?

Although we asked people to tick just one box, there was more than one reason for volunteering so we have included more than one, where ticked.

<b>Support local community</b> 8 (34%)	<b>Learn new things</b> -	<b>Able to use skills and knowledge</b> 2 (8%)
<b>Meeting new people</b> 2 (8%)	<b>Enjoy helping others</b> 11 (46%)	<b>Other reason</b> 1 (4%)

Other reason:

"As my mother attends, enjoys and benefits from the club I wanted to support the venture. Although when she attends and I am not doing the cooking, I do enjoy 1.5 hours respite so the TN22 has benefited me in several ways. Thank you!"

### Question 2 we asked how they rated being a volunteer at the club(s)?

	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>
<b>Feel valued and appreciated</b>	13 (93%)	1 (7%)	-
<b>Offered appropriate support</b>	12 (92%)	1 (8%)	-
<b>Given information at the right time</b>	13 (93%)	1 (7%)	-
<b>Kept updated of changes</b>	12 (86%)	2 (14%)	-
<b>Offered enough training opportunities</b>	13 (93%)	1 (7%)	-

**Question 3 we asked on a scale of 1 to 5 how much they enjoyed volunteering at the club(s)? (1 = Not Good and 5 = Excellent)**

Scale	1	2	3	4	5
Ranking Numbers(%)	-	-	-	5 (33%)	10 (67%)

**Question 4 we asked on a scale of 1 to 5 how much benefit people gained from volunteering at the club(s)? (1 = Not Good and 5 = Excellent)**

Scale	1	2	3	4	5
Ranking Numbers(%)	-	-	-	6 (40%)	9 (60%)

**Question 5 we asked if they had found it beneficial to tell us that the benefits are?**

**Comments:**

“Warm and supportive atmosphere, feeling of doing something worthwhile”

“It has helped me meet many more people in the area. I get an enormous sense of pleasure looking after these people and making their day a pleasant one. I love working with the other volunteers as we are all working as a team with great team leaders. I personally am not a leader but will work my hardest to support those that are”.

“It makes you feel as if you are being useful and giving something back”

“Meeting some lovely people who have vast experience of life. Helping people in some form helps with patience and encourages one to listen to people’s needs. I, personally, really enjoy the involvement in the TN22 club”.

“Meeting new people and able to give support and assistance by contributing to individuals and the group, assessing their needs. Meeting and helping others that needs it”

“The feedback from the folk attending is very encouraging and indicates the enormous benefit to them, many of them being fairly isolated at home”.

“Despite the (sometimes) hard work it helps me to relax and think of something else! I love to see friendships and bonds being formed between the members who might otherwise be lonely. I can see that the Club is doing a great deal of good within the community and this makes me feel valued to think that I’m contributing to this”

“Fitting into local community. Feeling like I can make a difference”.

“Working with a group of dedicated people, people who care about the welfare of others”

“I have enjoyed working as a team, interacting with others, making new friends”.

“It is nice to be able to help people who spend a lot of time by themselves”

“Good for members, good for helpers”“Enjoy the challenge of catering for large numbers and the experience has built my confidence in this. Enjoy working in the kitchen with others and the team spirit. I need to be free to choose menus that I feel confident to cook after practising”.

## Question 6 we wanted to know whether people would be interested in volunteering in any new developments?

<b>Yes</b> 7 (46%)	<b>No</b> 4 (27%)	<b>Not sure</b> 4 (27%)
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## Question 7 asked for ideas to improve the TN22 club(s)?

### Comments:

“I can’t think of anything they aren’t doing already!”

“Not really, it is pretty well balanced as it is. I think the only problem that will arise is if you run out of places to visit and light entertainment ideas, but hopefully some of the Members could add their wishes..... If you are looking for a Garden Visit for Tea ours works quite well!”

“Huge need for a big cupboard in the Committee Room to store stuff for the Club and the Hall – half and half with money from TN22 and Hall? Have you thought about a tea dance in a small way? Just because one is older it doesn’t mean that one can’t do the Palais Glide or the Gay Gordons!

“Perhaps a monthly write-up in the Parish magazine to raise awareness which in itself may bring forth new ideas”

“More volunteers would be helpful”

“Feel it would be good to increase the number of cooks, so there is adequate contingency planning in place and also it would mean less demand on availability. Now that TN22 Plus is running, there’s more demand on our time to cook more often”

## Question 8 was an opportunity to give us any other comments around volunteering?

### Comments:

“I feel I get as much out of it as the members”

“First day volunteering but very impressed with organisation and set up”

“Volunteers are well looked after and seem very much appreciated. I really enjoy it.”

“I still think that more volunteers are needed particularly when setting up early in the morning – I’m probably wrong but it feels like it when one is lugging those tables around!

I think that the veg dishes on the tables are an excellent idea – it means that there’s less congestion at the hatch when serving the first course because there’s only one thing to put on the plate”.

“Cooks allowed devising their own menus”

“Suzanne and Nicola and a number of the volunteers put in so much time, effort and enthusiasm it has been a privilege to see how their endeavours have created such a successful club.”

**Thank you to everyone who completed the survey. We will now go away to think about how we can improve the club for the volunteers and for members.**