

Abbeyfield The Dales Ltd

# Volunteer Voice Survey Results 2018



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# Introduction



**We recently asked you to take a moment to complete this years Volunteer Voice Survey, thank you to those of you who took the time to complete this, your feedback is greatly appreciated.**

This was your chance to let us know how you really feel about Volunteering here at Abbeyfield The Dales. We cannot stress enough how important your views are to us, without your input we cannot possibly grow as an organisation, and we certainly cannot develop the areas where you think we fall down without bringing them to our attention.

This report will show you the demographics of those who responded and the collated responses for each question. Also details about the open questions of the survey, including full responses to your feedback.

We hope this report is useful and also hope that you will take part in next years survey.

Please remember when completing these surveys you don't have to provide your personal details unless you want to be provided feedback personally. Your responses are confidential, and your responses are a vital part of developing Abbeyfield The Dales Ltd.

Lastly, surveys are not the only way of providing feedback, you can raise concerns at any point with your Volunteer Co-ordinators and Managers.

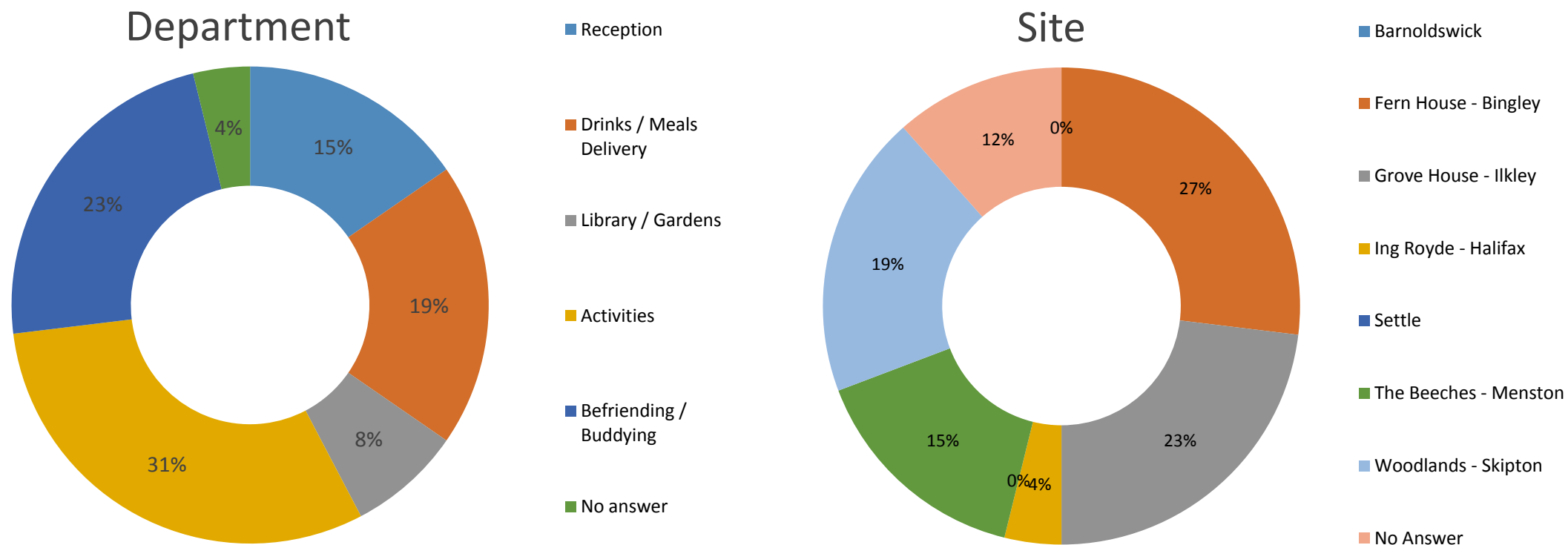
# Response Rates

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## DEMOGRAPHICS

### Response Rates and Demographics

# Response Rates (%)



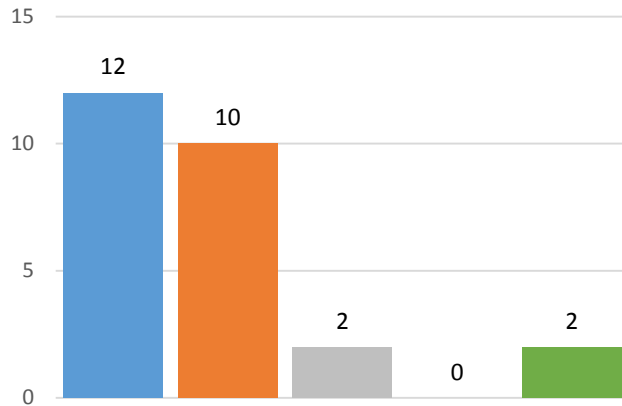
Over all services across Abbeyfield The Dales Ltd, 128 volunteers were asked to participate, 26 responses were received. This is an overall response rate of 20.31%.

# Volunteer Voice Survey Results 2018

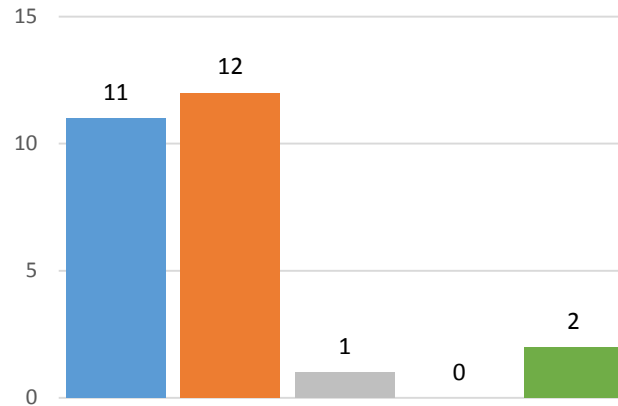
## **RESPONSES** Questions 1 - 34

# Feeling Valued

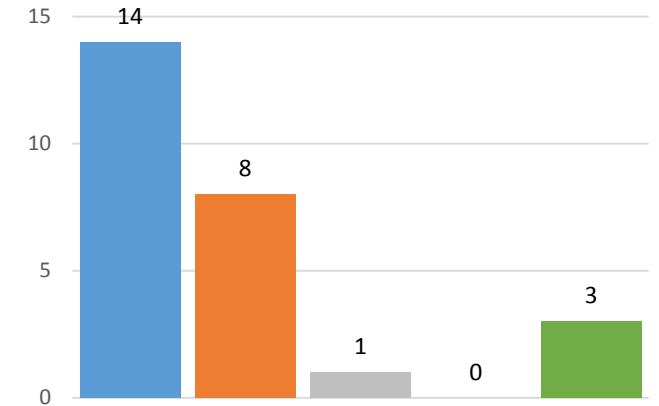
**Q1.** Abbeyfield The Dales tries hard to create a sense of belonging amongst volunteers.



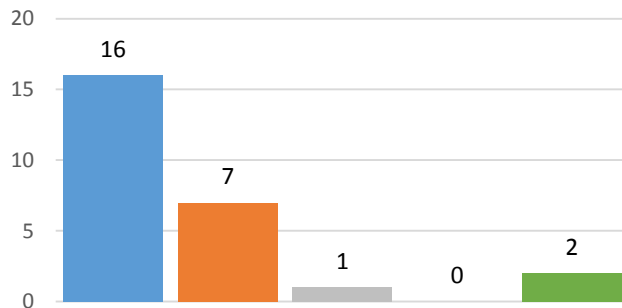
**Q2.** Abbeyfield demonstrates by its actions that it cares about its volunteers.



**Q3.** People in Abbeyfield The Dales have a shared sense of purpose.



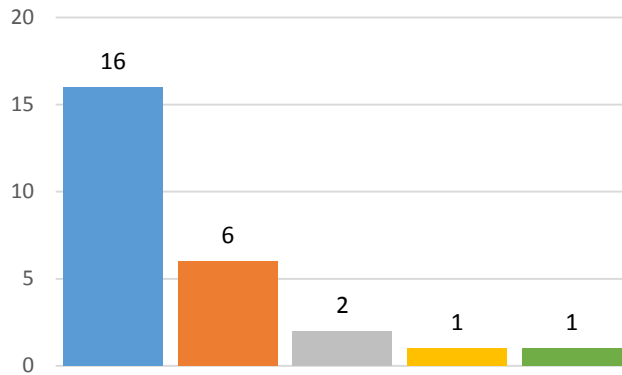
**Q4.** People are treated equally irrespective of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage or civil partnership and pregnancy and maternity.



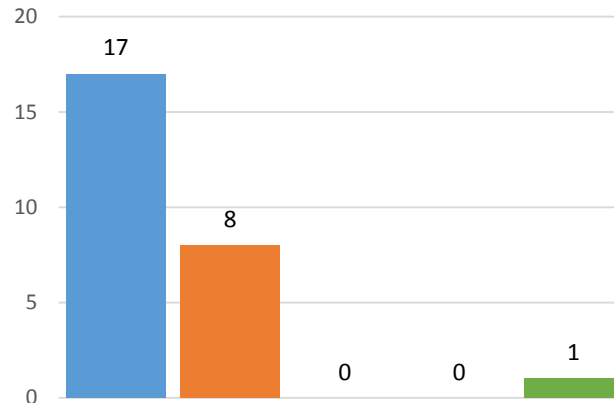
Strongly Agree    Agree    Disagree    Strongly Disagree    Did not answer

# My Job

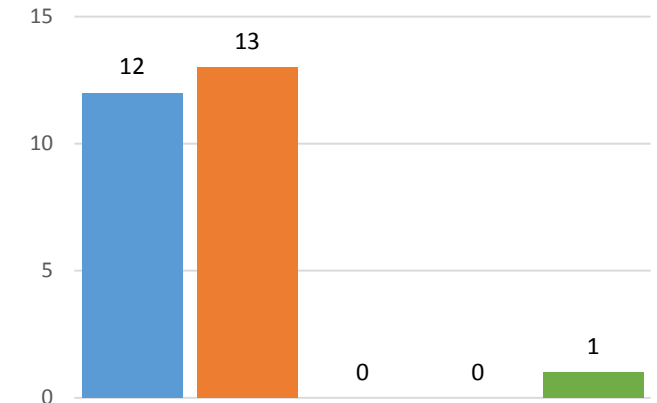
**Q5.** I am provided with the support and equipment necessary to do my volunteer role effectively.



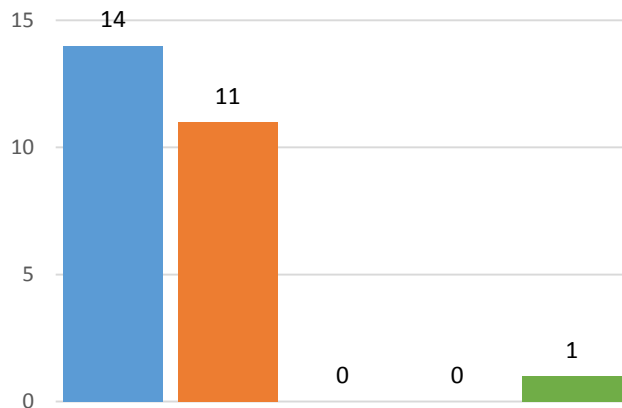
**Q6.** I am clear about the objectives I need to achieve within my role.



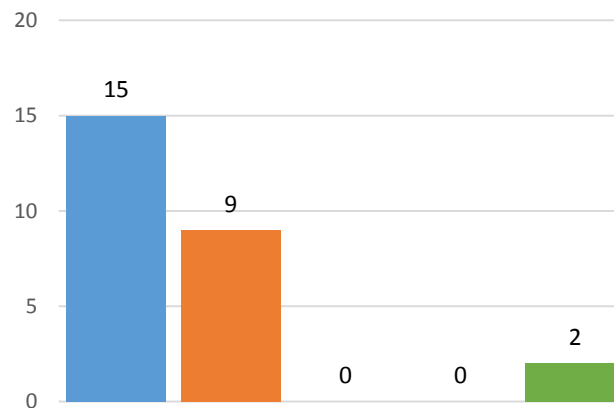
**Q7.** I am clear how my role contributes to Abbeyfield The Dales' mission and values.



**Q8.** I am able to cope with the demands of my role.



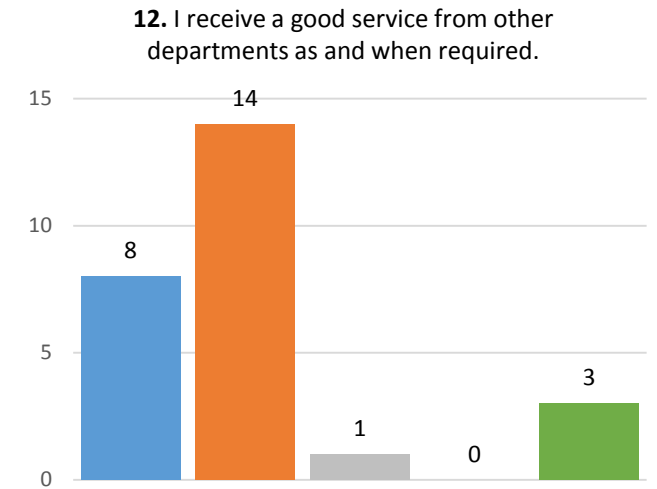
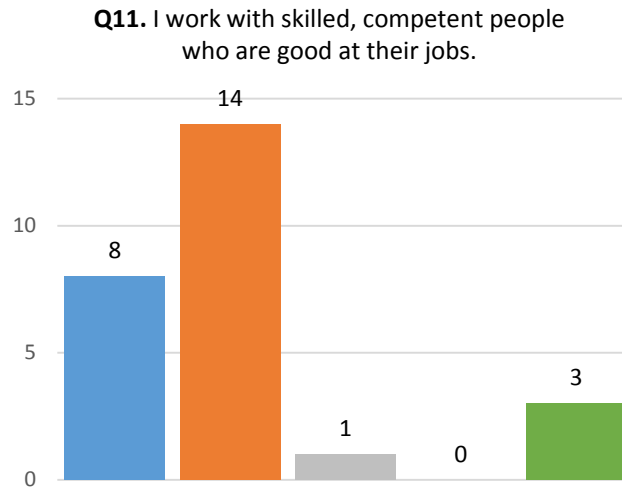
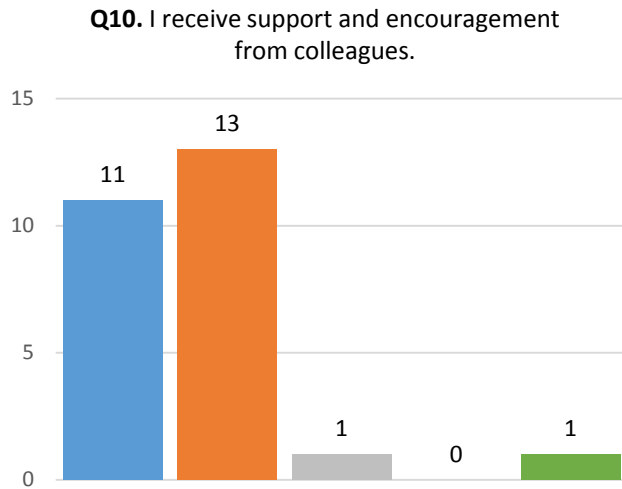
**Q9.** I believe Abbeyfield The Dales delivers a high-quality service.



Strongly Agree    Agree    Disagree    Strongly Disagree    Did not answer



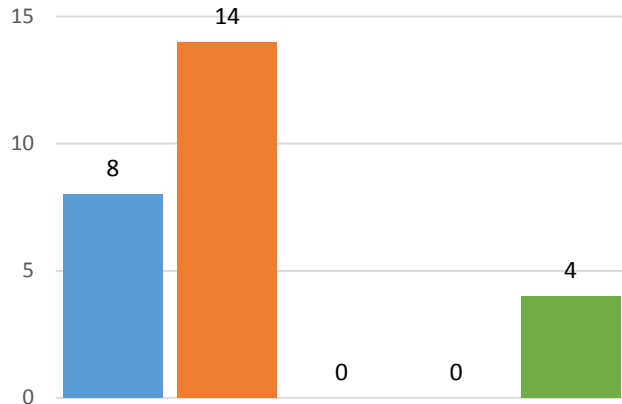
# Volunteering Team



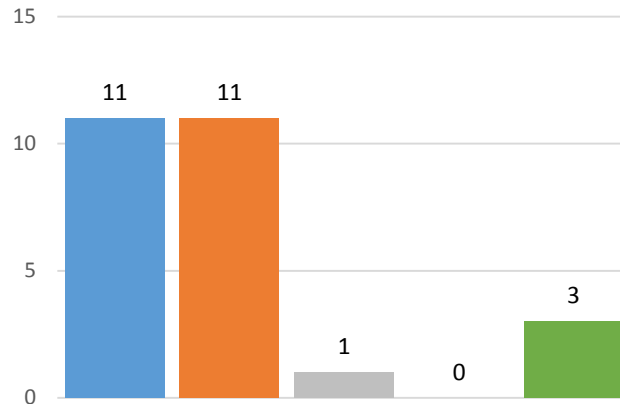
Strongly Agree    Agree    Disagree    Strongly Disagree    Did not answer

# My Volunteer Co-ordinator

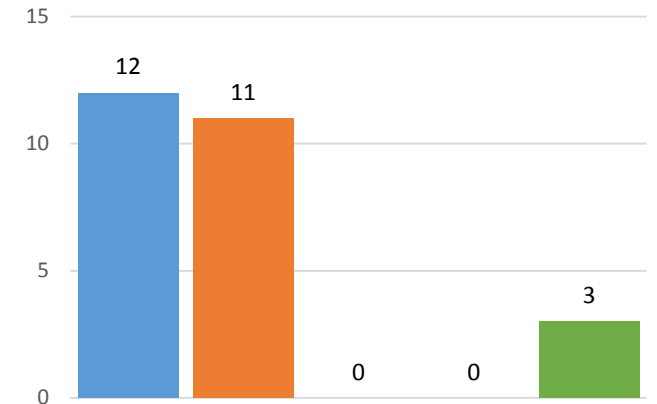
**Q13.** The Volunteer Co-ordinator helps foster a good spirit with the volunteers.



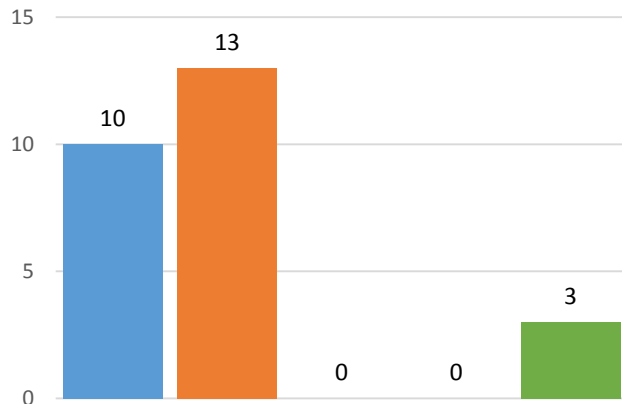
**Q14.** The Volunteer Co-ordinator inspires me to do my best.



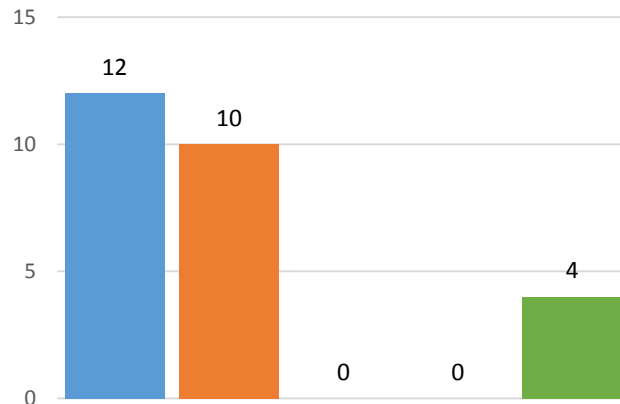
**Q15.** The Volunteer Co-ordinator is open to new ideas and suggestions.



**Q16.** The Volunteer Co-ordinator seeks my input and involves me where appropriate.



**Q17.** The Volunteer Co-ordinator consistently behaves with integrity.

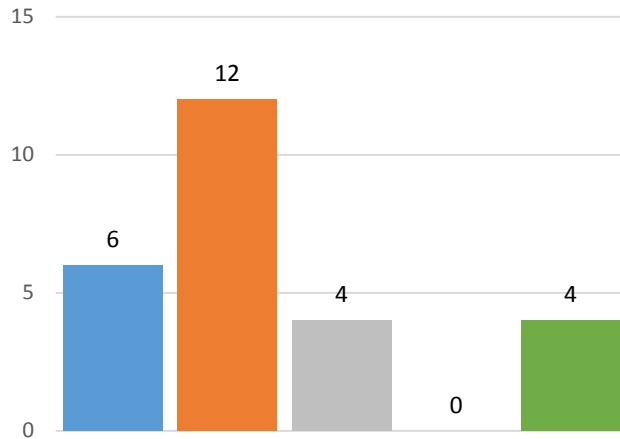


Strongly Agree    Agree    Disagree    Strongly Disagree    Did not answer

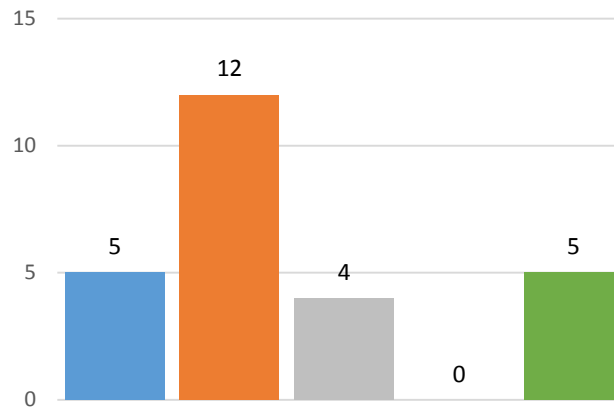
# Management Team

The following questions focus on site/department managers, volunteers managers etc.

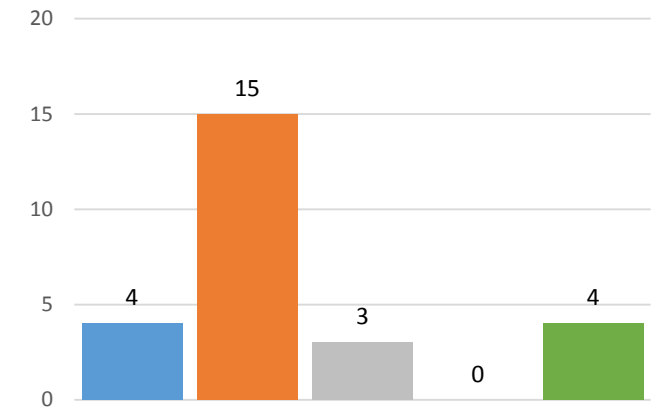
**Q18.** I know who the Management Team are.



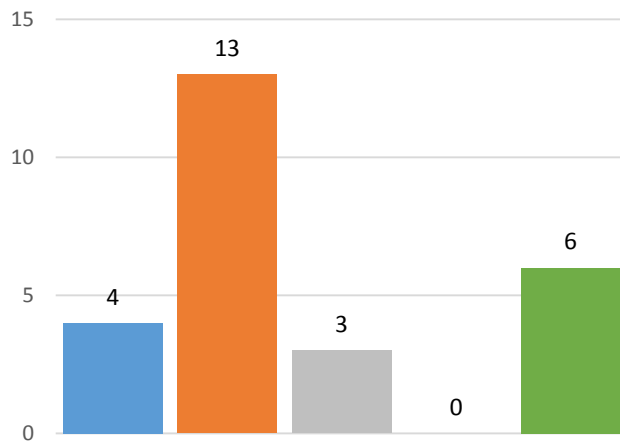
**Q19.** The Management Team create a compelling vision for staff and volunteers.



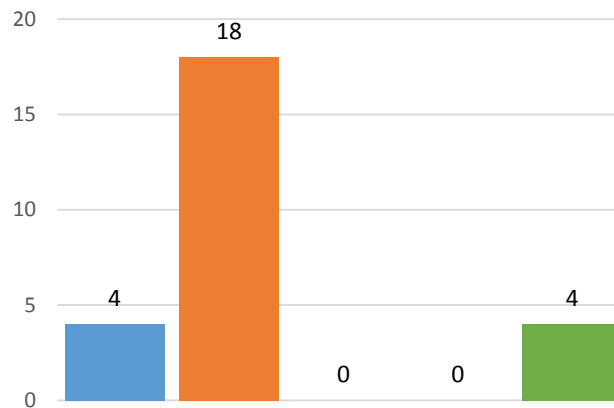
**Q20.** The Management Team are accessible to staff and volunteers.



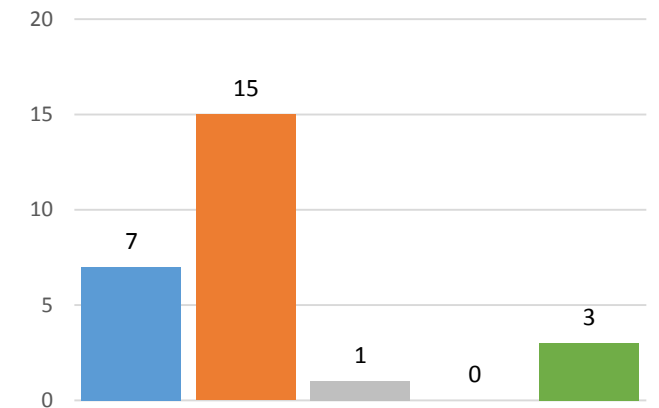
**Q21.** The Management Team lead by example.



**Q22.** Abbeyfield The Dales manages change effectively.



**Q23.** I believe the Management Team will act on the results of this survey.



Strongly Agree

Agree

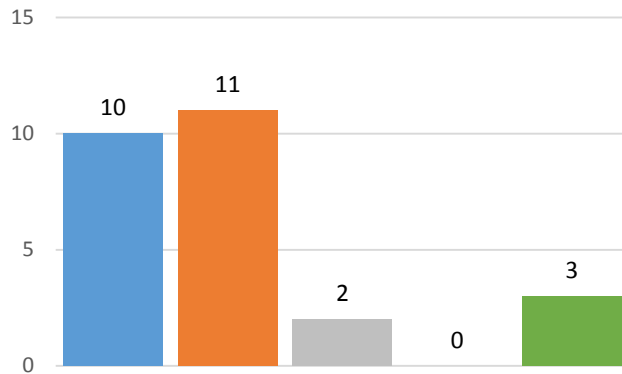
Disagree

Strongly Disagree

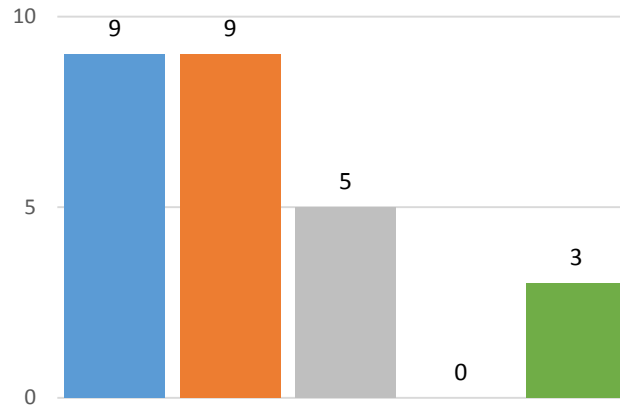
Did not answer

# Communication

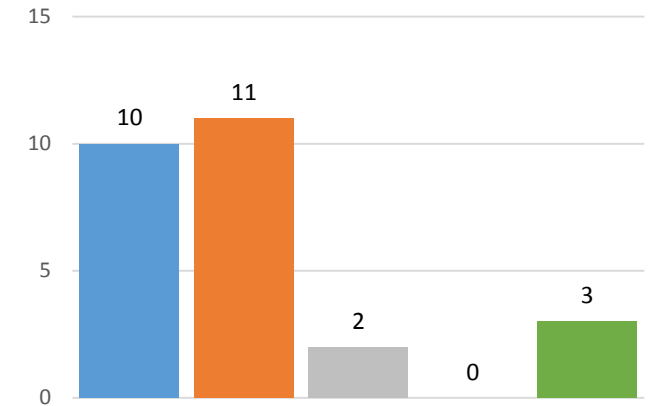
**Q24.** Changes which affect the way I do my job are fully communicated to me, by my Volunteer Co-ordinator.



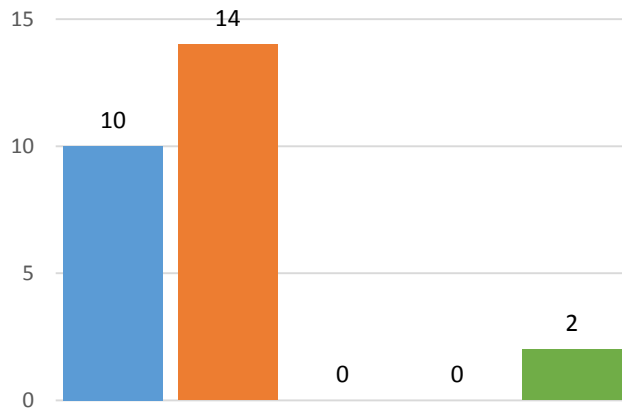
**Q25.** I am kept informed about what is happening elsewhere in the organisation.



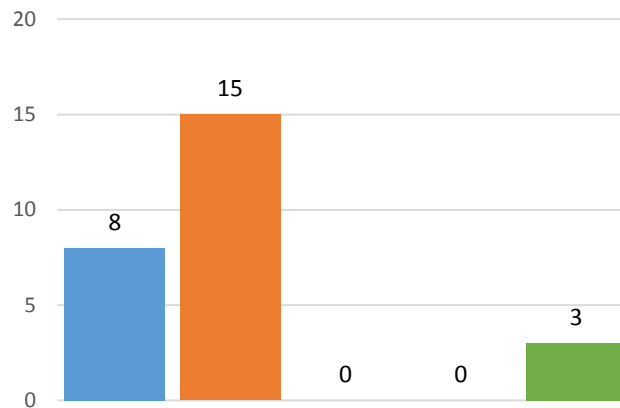
**Q26.** Abbeyfield practices open and honest communication, and shares information.



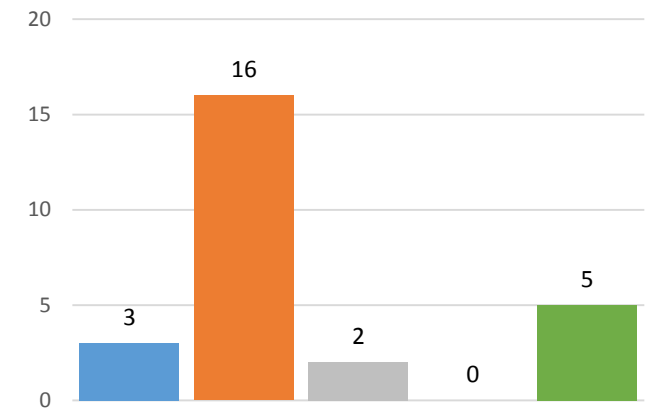
**Q27.** I feel my own views are listened to by the Volunteer Co-ordinator.



**Q28.** I feel my own views are listened to by other staff members.

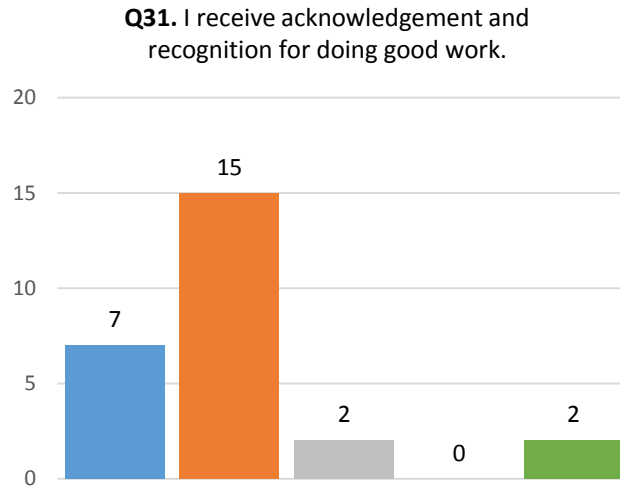
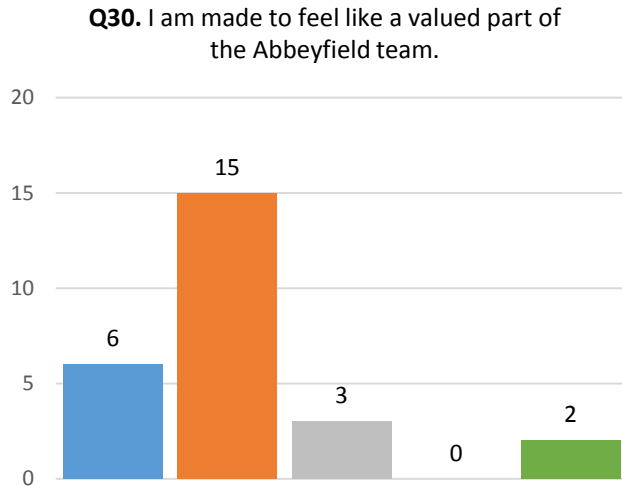


**Q29.** I feel my own views are listened to by the Management Team.



Strongly Agree    Agree    Disagree    Strongly Disagree    Did not answer

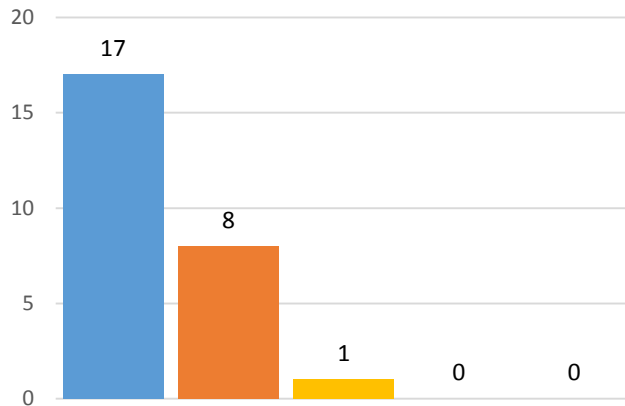
# Reward & Recognition



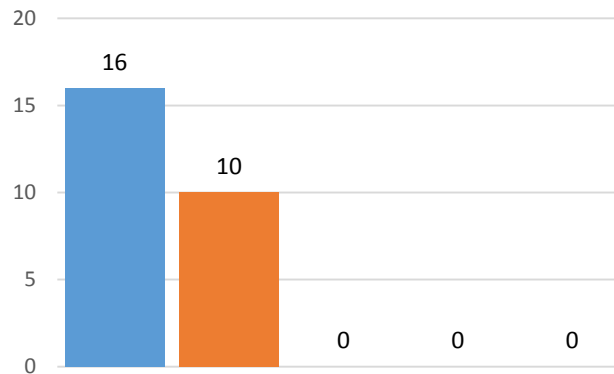
Strongly Agree    Agree    Disagree    Strongly Disagree    Did not answer

# Engagement

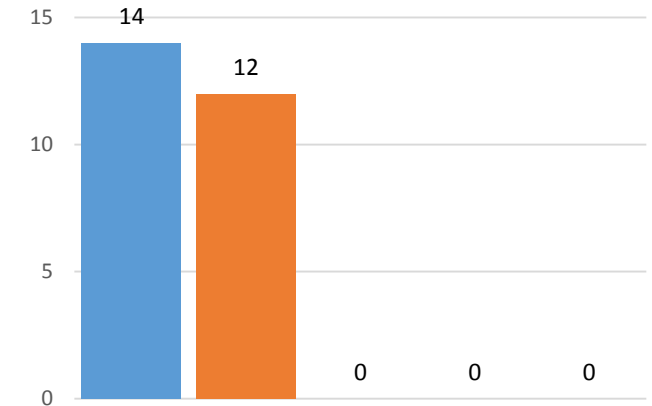
**Q32.** I am proud to tell people that I volunteer for Abbeyfield The Dales.



**Q33.** I would wholeheartedly recommend Abbeyfield to others as a good place to volunteer.



**Q34.** I would willingly put in extra effort to help Abbeyfield The Dales.



Strongly Agree

Agree

Disagree

Strongly Disagree

Did not answer

# Volunteer Voice Survey Results 2018

## RESPONSES

Questions 35 - 39 (Open Questions)

# Question 35



## What is the best thing about volunteering for Abbeyfield The Dales?

There were many positive comments received for this question mostly around making a difference to the lives of our residents which is great to hear, ultimately that's what we're here for.

*Some of the comments include:*

*"Volunteering at Abbeyfield gives me purpose and fulfillment at a difficult period in my life. I enjoy the friendship and encouragement from both the staff and residents. I am happy, it makes me happy."*

*"The trust placed in me to be able to complete my role, I feel appreciated by the residents involved in the sessions I run, and certainly feel welcomed and valued by all the staff at Fern House."*

*"The best thing about volunteering at Abbeyfield are the lovely residents, staff and atmosphere. I really enjoy my volunteer role."*

*"The staff and residents at Abbeyfield are very welcoming. You can always have a good laugh with the residents. Abbeyfield in general feels like a homely and safe place to be."*

*"Meeting the residents and hearing their stories. I enjoy the job we do as volunteers together."*



# Question 36 - 37

Q36, What one thing would you change about volunteering for Abbeyfield The Dales, and why?

Q37, Given your response to Q36, what suggestions do you have for making and implementing the change?

Q36, YOUR COMMENTS	Q37, YOUR COMMENTS	RESPONSE
The keyboard in the activities room! The keyboard in the conservatory is a pleasure to play; the one in the activities room is 'clonky' and the pedal doesn't work.	Could they be changed around so that the better instrument 'lives' in the activities room?	The keyboard from the conservatory has now been moved into the Activities Room.
For the past 12 months we haven't known in advance which room we would be working in prior to arrival, but now we have a dedicated room that includes storage for our personal equipment we bring from home, which is much better, the only downside to this is if we suddenly become more popular it wouldn't be big enough.	Wouldn't change from what we currently do with the regular attendees, long term, I would love to have a more spontaneous set up where we had a large room, numerous volunteers and a number of different craft activities going on at once.	There were some changes to venues for activities with particular reference to the Copper Kettle. Residents didn't like using the lift in that area so some activities were relocated to the Hobbies Room which has limited space. A very positive improvement was to improve the lift mechanism so that it is in line with the other lifts at Fern House. This means that the Copper Kettle is available if/when classes grow too big for their current locations.
I would like to be given more knowledge on interaction with the residents. For example if someone is asleep when you bring them their meal, I would like to know the ideal, respectful method of getting their attention. I am aware that I am sometimes unsure of the best way of dealing with these situations, and would like to have more information, so I can handle every circumstance excellently.	Perhaps have some training sessions in communication, in order to improve certain skills.	Abbeyfield The Dales has started to invest in training for volunteers however traditionally take up is quite low so the Volunteer Manager will start distributing written guides/aids on various subjects. It isn't possible to cover every question so volunteers are encouraged to approach suitably qualified staff for this type of question. Answers may vary depending on people's experience, e.g. in this case some might prefer quietly saying the name of the resident or gently touching them on the arm or hand.
Have more regular meet-ups between volunteers - I don't know who else volunteers at Woodlands.	Organise a meeting.	There will be a Volunteers Christmas party in January which will give volunteers the opportunity to meet each other.
That a few more residents attend.	Try to introduce more activities that will interest more residents.	Volunteers provide a fantastic service in creating activities and events however residents who live independently choose whether to attend activities and events. Care staff will be asked to remind and encourage residents to join in whenever they can.

# Question 36 - 37 *continued*

Q36, What one thing would you change about volunteering for Abbeyfield The Dales, and why?

Q37, Given your response to Q36, what suggestions do you have for making and implementing the change?

Q36, YOUR COMMENTS	Q37, YOUR COMMENTS	RESPONSE
<p>I would like to see the management team as I would feel more valued as a long term volunteer. As it is I have no idea who they are.</p>	<p>Perhaps the management team could make more time to come and see volunteers and what they do.</p>	<p>The management team consists of the Volunteer Manager and the House/Unit Manager/s and they are very visible. If volunteers need any help or information they can contact the Volunteer Manager in person, by telephone, text, email or ask a member of staff to do so on their behalf. Volunteers can then say hello to them as and when they meet them. If the response refers to the Senior Management Team and/or head office function then those people also show their presence, particularly at functions and events, although people might not recognise who they are. The Volunteer Manager will distribute the current organisational structure chart which includes photographs. Volunteers can then say hello to them as and when they meet them.</p>
<p>It is a little early to say as I have only been here 4 months. (Some of my 'disagree' comments are because I don't yet have any experience of what you're asking - maybe an option for future questionnaires is a 'not applicable' or similar option?).</p>	<p>I don't know if there will be a 6 month review type meeting with the Vol Co-ordinator but, if that isn't already in place, it would be something I would welcome. On a day to day basis my main contact is within my team, so it would be good to have a more formal catch up with the Vol Coordinator, to see if both of us are happy with how things are going.</p>	<p>Regular meetings and feedback between the Volunteer Manager and Volunteers is really important for many reasons so it is important that the Volunteer Manager is available when required. There will be volunteer gatherings at each house in January 2019 when volunteers can meet each other and pose questions and comments to each other and the Volunteer Manager.</p>
<p>The lack of communication between staff and volunteers. E.g. If a resident is awaiting paramedics the afternoon office volunteers should be told (and for whom and which flat). Procedures to follow if the above happens.</p>	<p>A) A quick handover time. B) Training/Induction</p>	<p>Staff have been reminded that handovers to reception volunteers are crucial, particularly when emergency services are involved.</p>

# Question 36 - 37 *continued*

Q36, What one thing would you change about volunteering for Abbeyfield The Dales, and why?

Q37, Given your response to Q36, what suggestions do you have for making and implementing the change?

Q36, YOUR COMMENTS	Q37, YOUR COMMENTS	RESPONSE
<p>People can volunteer without being suitable or capable within their role. What experience or training to fulfil the role? A kind of apprenticeship?</p>	<p>Trial period on both sides, with new volunteers working in tandem, or observing for a short time.</p>	<p>The Volunteer Manager continually assesses new and existing volunteers. It isn't possible to be at every activity in every house so he relies on feedback from residents, other volunteers and staff. New volunteers have a 3 month probationary period which should give both parties the opportunity to decide if the volunteer is suitable. At the first and second meetings, volunteers are advised that relevant training is available and that they should ask for it if required. Most training is "on-the-job" and carried out by other volunteers.</p>
<p>At the moment I can't say - Have not had enough time to consider this.</p>	<p>Maybe give more time around reception just being available to talk to residents there. Have done that this morning (24/9) and I'm sure we both enjoyed the time together. A better opportunity than in on an event to make a difference for a resident as more time and individual.</p>	<p>A presence in the reception area is a really good idea however, after carrying out a little research, it is difficult to gauge when the busier periods are. There doesn't seem to be a particular time of day apart from when people are gathering just before mealtimes. Receptionists will be asked to monitor and report if there is a pattern and, if there is, new volunteers will be asked to provide cover/assistance.</p>

# Question 38

If you scored 'strongly disagree' for any of the sections, please tell us why and how you would suggest improving it?

YOUR COMMENTS	RESPONSE
<p>Section: My Job, No 5. I answered 'Strongly Disagree' due to my answer in 37. Also volunteers are not told when a resident passes away - 'Abbeyfield policy' we are told cannot be told unless the family of the deceased says it is OK to do so. The family members I have spoken to over the years have said we should be told.</p>	<p>Under the current GDPR personal information may not be disclosed until family members give their permission. In cases where there is a bereavement there could be circumstances where immediate family members want to break bad news to close friends before making it publicly available so we have to respect their right to do so.</p>
<p>Management team - no opportunity to meet. I have not completed 1-30 as not part of a team or group. Mainly a volunteer working with Natalie on events so not relevant.</p>	<p>The management team consists of the Volunteer Manager and the House/Unit Manager/s and they are very visible. If volunteers need any help or information they can contact the Volunteer Manager in person, by telephone, text, email or ask a member of staff to do so on their behalf. If the response refers to the Senior Management Team and/or head office function then those people also show their presence, particularly at functions and events, although people might not recognise who they are. The Volunteer Manager will distribute the current organisational structure chart which includes photographs. Volunteers can then say hello to them as and when they meet them.</p>

# Question 39

If you scored 'strongly disagree' for any of the sections, please tell us why and how you would improve it?

YOUR COMMENTS	RESPONSE
<p>My comments are based on the fact that I volunteer on the FOAS group alongside running the coffee bar on Saturdays. It's difficult as a weekend only volunteer to know other staff, management or volunteers - it's only because of my additional role on FOAS that I'm able to agree with many of the questions. I feel a weekend volunteer may be a little isolated from the rest of the organisation.</p>	<p>The nature of volunteering means that people attend at regular times to suit their private and professional lives. Many people are surprised at how little contact they have with other volunteers which is why we try to have annual gatherings. There will be a Volunteers Christmas party in January 2019 and we hope that there will be a good turnout, giving people the chance to meet each other.</p>
<p>There seems to be a lot of opportunities for larger fundraising (not just events, but applications to Trusts, Lottery etc). There may be potential volunteers, across the whole of the ATD patch, with relevant expertise, who could form a fundraising committee?</p>	<p>This is a very good idea. There are "Friends Of" groups in some houses that concentrate on raising funds for the Residents' Amenities Fund where every penny goes towards trips out, activities and events, etc. The Volunteer Manager will raise the issue with the Senior Management Team to review whether it should apply to Grove House.</p>
<p>The heating in the large lounge. When many people occupy this room the heating becomes over bearing, and only one small window can be opened, and this gives only slightly more ventilation on these occasions.</p>	<p>There is currently an issue with the heating at Fern House which is being addressed by external engineers. Unfortunately it has taken longer to resolve than expected but they will continue to work on it until the problem is solved.</p>
<p>Lack of respect for volunteers by some staff, not all. Over the years so many volunteers have left due to the way in which they've been spoken to and treated. I could say more but do not wish to do so in this survey.</p>	<p>It's really disappointing to read that volunteers feel unvalued by staff. At ATD we often refer to "the Abbeyfield family" which describes what we aspire to be, just one big happy family. Volunteers will have the opportunity to raise such issues at the Christmas party and the Volunteer Manager will raise relevant issues at the next staff meeting.</p>

# Question 39 *continued*

Do you have any other comments or suggestions?

YOUR COMMENTS	RESPONSE
<p>I have always enjoyed working at Abbeyfield, and feel over the years it's become more of a business, and lost some of it's friendliness.</p>	<p>Abbeyfield is a charity operating in a heavily regulated market sector. CQC describe themselves as "the independent regulator of health and adult social care in England". Their role is to make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourages care services to improve. Not only does ATD actually work to very high standards for the benefit of our residents, we also have to prove that we do so. In addition to this, ATD has had very rapid growth over the last few years, facing and overcoming several major challenges along the way.</p> <p>ATD will continue to change as demanded by the requirements of the business, in particular with respect to regulations. With the current uncertainty of the national political situation it is possible that there could be more major hurdles to overcome. We will continue to put residents at the heart of what we do and make sure that they are safe and can rely on ATD to provide the best service possible. We will also continue to remember the important roles and functions that our volunteers provide.</p>

# Summary

As you can see from the results the overall response to this survey was very positive, we are really pleased to hear you enjoy volunteering for Abbeyfield the Dales Ltd, and especially glad to hear your experiences with us are positive. We hope you will continue to volunteer with us and if you know of anyone who wishes to volunteer why not put them in touch with our Volunteer Co-ordinators or Volunteer Manager.

However, we don't get it right every time for everyone, this is why we send the survey, and why it is extremely important that you take the time to provide your feedback. If we don't get it right for you then your on-site Volunteer Co-ordinators or the Volunteer Manager are always at hand for you discuss your concerns and to work with you to find solutions.

As with previous surveys, the areas where you think we do not perform well is 'Leadership' and 'Communication'. Thank you for providing your thoughts in the open questions as to why this is the case, the responses to these from our Volunteer Manager can be seen in this report. However, you are encouraged to be open and honest at any point, please speak to any member of staff who will be happy to help.

All of our volunteers are extremely important to us and we want every experience you have with us to be enjoyable and fulfilling. You really do live the values of Abbeyfield the Dales Ltd and every contribution you make enriches the lives of our residents which is why we are all here.

**Thank you for your continued support and contribution.**



**Abbeyfield The Dales Ltd**

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