Understanding the motivations and support needed for volunteers who help people with getting online

October 2022

Contents

1 - Executive summary

The purpose of this report is to help Manchester City Council develop a sustainable digital champions programme so that those that volunteer feel supported, valued and have a stake in the support process. The work will help identify volunteer motivations and provides recommendations for support and progression within the programme and externally.

We ran two discovery workshops in which volunteers were invited to discuss their experiences of the digital inclusion programme, and the outputs of these workshops were used to create a survey that was distributed to the wider digital champions network across Greater Manchester.

The report explores the experience of both those who volunteer in-person and those who help people online or over-the-phone. Whilst there are notable differences in their experiences, we identify and explore the following key themes:

- motivations for volunteering
- registering, training and receiving support
- challenges to volunteering.

The findings and recommendations found in this report are based upon workshops, conversations and a survey that took place between July and September 2022.

Motivations

The majority of the volunteers we spoke to have been in position for over two years, and intend to continue for the foreseeable future. The main reasons for this include satisfaction and fulfilment from helping others, gaining new and value skills and being part of a community and gaining friends. Many enjoy the flexibility and are able to fit it around their work or family commitments.

Those who volunteer online do not feel the same sense of community as those who volunteer in person. This can lead to further issues when needing to seek help for a problem they do not know how to solve, and they do not receive the same immediate feedback or sense of success. Ways of communicating via messaging services such as Whatsapp or an online volunteer support group should be considered, as should more opportunities to meet people in person.

Where possible, positive feedback should be given and successes should be celebrated.

Registering, training and support

Finding opportunities and registering to volunteer was felt to be easy but consideration needs to be given as to the different routes people take coming into volunteering and to their training needs.

For those volunteering in libraries or community centres, much of their learning appears to be in shadowing or learning on the job. Whilst this was highly valued, there was also a desire for a clearer, more

consolidated approach and an accessible training pathway. More coherant guidance should be given with each volunteer having a 'light touch' skills development record to support them on their journey.

For online or over-the-phone volunteers, a more consistent approach to training and support needs to be developed. Many online volunteers are restricted by other commitments so a more responsive system should be implemented. As these volunteering opportunities are often delivered by people working independently, it is important they are supported by others, either by mentoring opportunities or peer support. However, the support given by the Digital Inclusion team is highly valued.

Challenges to volunteering

Language was a common barrier that was highlighted by most volunteers with many relying on popular translation applications. Where possible there needs to be better translation services. Other problems that arise include the people they are helping not having the correct information available and/or up-to-date software on their devices, which could also be aided by having better translation service.

For online or over-the-phone volunteers, working in isolation means they often don't have the same resources or support as those volunteering in person. Again, ways of communicating via a messaging service or an online support group should be considered.

2 - Context

This report is part of a larger project that aims to reframe the language of data and digital exclusion to create a more sustainable and inclusive online Manchester. This work is split into three programmes that will:

1. understand how digital exclusion is impacting local communities, what is being as well as what can be done
2. explore how we support the people who want to make a difference
3. support community organisations to develop a user needs approach to their programmes.

Digital exclusion is a component of the broader systemic problem of social exclusion and in Manchester 25% of neighbourhoods are at a high risk of being digitally excluded. It is necessary to help people get online and become comfortable with using digital technologies so that they have greater opportunity for participation and accessing of vital services.

The COVID pandemic has shown that this is an urgent need, not only for the accessing of services but also for online purchasing and the maintenance of social relationships.

Manchester City Council has consistently supported Manchester residents and businesses so that they can get online and participate in the digital realm. Programmes such as Eastserve, Manchester HOST, Womens' Electronic Village Hall, and the creating of fibre and microwave internet infrastructure are testament to this.

The purpose of this work is to help Manchester City Council develop a sustainable digital champions programme so that those that volunteer feel supported, valued and have a stake in the support process. The work will help identify volunteer motivations and provides recommendations for support and progression within the programme and externally.

3 - Methodology

The findings, challenges and recommendations found in this report are based on workshops, conversations and a survey that took place between July and September 2022.

We ran two discovery workshops attended by 20 digital champions from within Manchester. The first workshop was aimed at volunteers who remotely helped residents online or over-the-phone, and took place online on 22 June 2022**.** The second workshop one was attended by volunteers who provide in-person support at Newton Heath Library. This was an in-person workshop which took place on 27 June 2022.

In both workshops volunteers were invited to discuss their experiences of being a digital champion with the output of these workshops used to create a survey that was distributed to the wider digital champions network across Greater Manchester.

The survey ran from 27 July 2022 to 16 September 2022 with 20 responses collected from volunteers who had not participated in the workshops. In total we had input from 40 volunteers.

Conversations with the Manchester City Council Digital Inclusion team and library staff at Newton Heath Library, where the in-person discovery workshops were hosted, are also considered in this report.

Factors to take into account:

- All participants in the discovery workshops volunteer in Manchester
- Those who responded to the survey come from across Greater Manchester.
- Of those who answered the survey, 35% said they were based and volunteer in Manchester.
- Bury, Tameside, Wigan are not represented in the survey.

We hope this report will not only provide valuable insight to the Manchester City City Council Digital Inclusion programme but also to those across the Greater Manchester city region.

4 - Motivations

Understanding the reasons why people volunteer on the digital inclusion programme is essential for developing a more effective and sustainable volunteer programme that encourages new volunteers and retains current ones.

The majority of participants - 80% in person and 70% of the survey - said they have been volunteering for over two years, and that they planned to continue volunteering for the foreseeable future. Commitments – either work, family or otherwise – don't appear to be much of a barrier, suggesting that they want to carry on volunteering regardless of these.

N=20
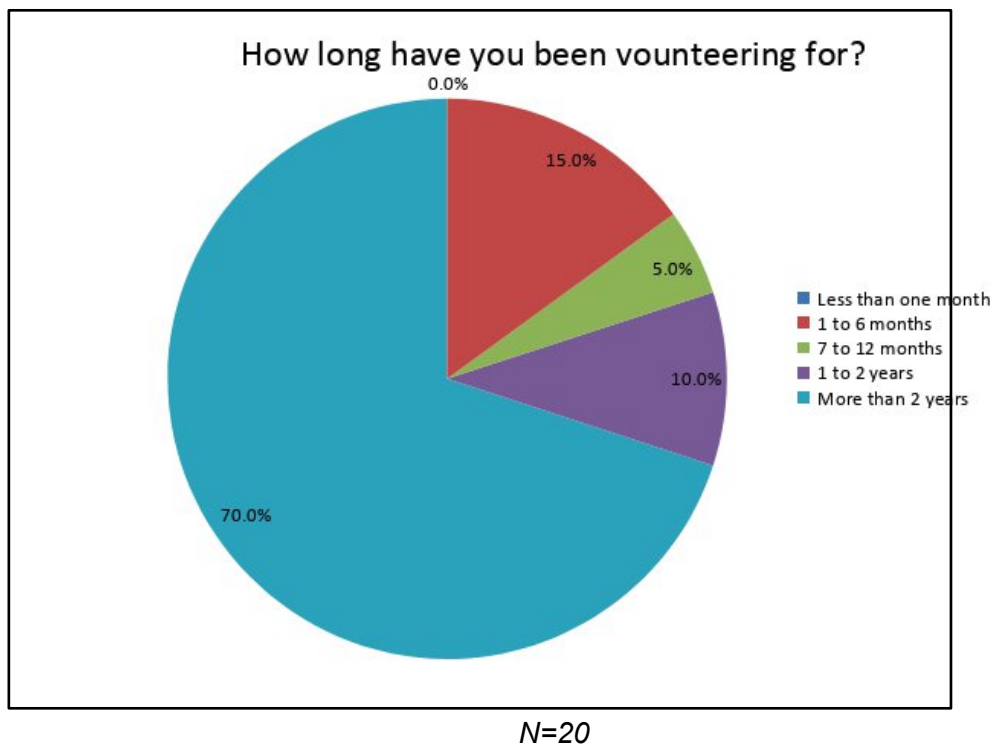
The reasons for this can be broadly broken down into four categories:

1. Satisfaction in feeling useful.
2. Fulfilment from helping others.
3. Gaining new skills and knowledge.
4. Being part of a community and gaining friends.

The satisfaction of feeling useful and being able to assist others was common to nearly all participants who participated in the research. Comments such as; *"wanting to give back", "to feel like [they] are making an impact"* and *"to have a sense of purpose"* were common to many people.

Learning and gaining new skills was also very important motivation. For some this might be practical experience that has helped them gain employment. For others it might be soft skills, such as listening.

- o *"It improves your job prospects."*
- o *"It gives me work experience."*
- o *"It improves my own digital skills"*
- o *"Listening is a skill that's improved in everybody."*

One of the strongest responses for those who volunteer in-person was the sense of community and camaraderie among the volunteers. This came across particularly strong in the in-person workshop where participants said they value the chance to *"meet new people"*, it *"gives you a sense of belonging"* and makes them feel *"like [they're] part of something"*. This is backed up by a number of the survey responses that tell us some of the things they personally got out of volunteering include:

- o *"having company"*
- o *"making new contacts"*
- o *"meeting new people"*
- o *"meeting like-minded people"*
- o *"[building] personal networks over time"*.

For many of the in-person volunteers, their motivations go beyond helping others – as one survey respondent wrote: *"I have made friends I would not have otherwise met"*.

However, for those who volunteer online the experience differs in that they do not have a group or community of volunteers that they regularly meet with in-person. Whilst their motivations for getting involved are similarly about "*Helping those that really need it*" and *"sharing my experience and knowledge"*, there was no mention of feeling like they are part of a group in the same way.

In many instances across both the in-person and the online volunteers, respondents said they liked the flexibility of the programme. Particularly for those with work or family commitments, the ability to be able to flexibly volunteer online or over-the-phone is a valuable and enabling factor.

Recommendations:

- Continue to develop a strong training offer that not only builds on practical skills but on soft skills too.
- As sense of community and camaraderie where highlighted as a key motivation for volunteers it is essential that opportunities to come together both at a community centre and a wider borough level are supported. This could be through supporting community centres to organise activities/drop-ins or larger scale celebration events.
- Thought needs to be given as to how a positive experience for online/over-the-phone volunteers can be created and maintained. The current Manchester VIP chat page is rarely used and has become "one more thing" for people to pay attention to. Alternatives such as a WhatsApp group or

regular online group check-ins should be considered. Additionally the opportunity to meet people in person should also be explored.

- There are many reasons why people stop volunteering and more volunteers could potentially be retained if reasons for leaving were better understood and remedied. Create a volunteering contact to understand these reasons and also to leave an open door for returning .
- Volunteers are a valuable resource, and good management and care is essential for morale as well as meeting and retaining needs . Regular check-ins for both the on- and offline volunteers should be considered.

5 - Registering, training and support

For people who were engaged with the volunteering programme, finding and registering for opportunities to volunteer both in-person and over-the-phone was an easy process for most people. Almost all volunteers said that they had no difficult searching for a volunteering opportunity. The majority came to volunteering by word-of-mouth or by web search. In one instance, a volunteer "*came to learn about digital services, and then moved into volunteering".*

On a scale of 1-5, where 1 is easy and 5 is difficult, the majority found it very easy to register, with 80% of survey respondents answering 1 or 2. Furthermore, 85% of respondents felt they were given enough information when registering.

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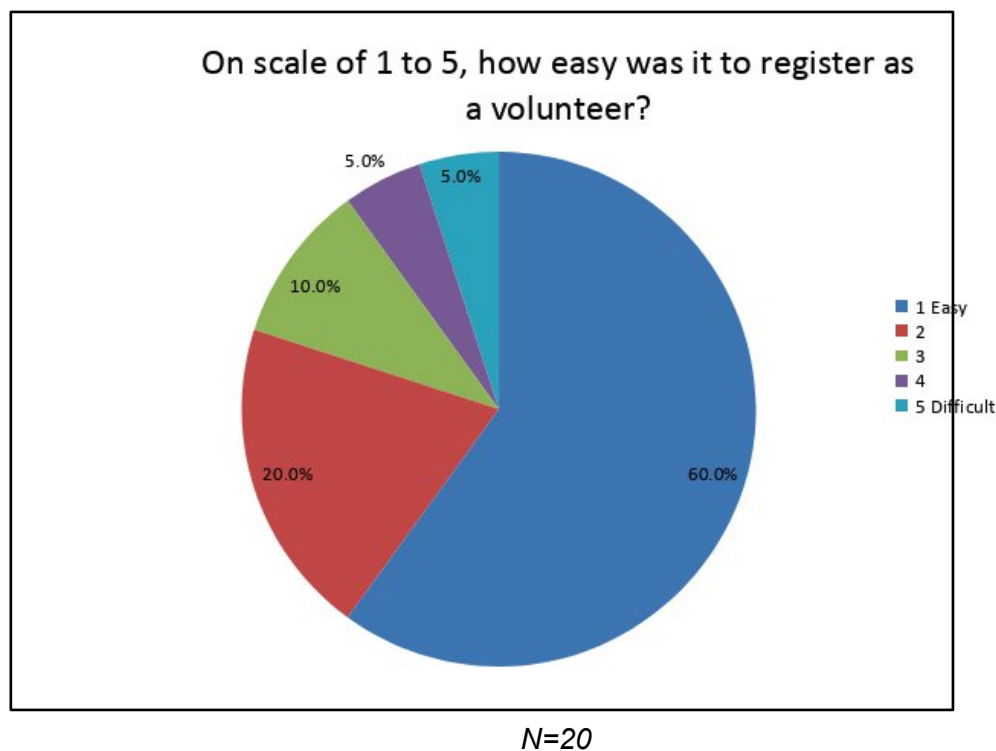
However, the training process and pathway available to volunteers appears to differ whether they are in-person or over-the-phone.

In-person volunteers

Of those who answered the survey, 40% said that their training was "*on the job"* or that there was *"no training"*, with only 10% saying they completed a digital mentoring course. None who answered said they

took training via Manchester VIP. That being said, 85% also responded that the training they were given was enough, and it was *"good"* and *"very supportive"*.

When asked to tell us a bit about the training and support they received, responses included:

- o *"was with an experienced volunteer"*
- o *"shadowed staff"*
- o *"worked alongside others and was shown what to do"*
- o *"the other volunteer didn't leave my side"*
- o *"It was very supportive"*.

Despite the fact that 85% said they felt the training gave them enough preparation, it was also highlighted that "a clear training pathway" would have been appreciated along with clearer "terms of reference".

One survey respondent told us that what might make things easier is "*some information on the requirements for the role. What Digital Champions training is mandatory? What previous courses or work experience count as a substitute for DC [sic] training?"*.

So whilst it's evident that this peer-learning is highly valued and effective, there is still a desire for clarity around requirements for the role and some clarity around the training and training pathway provided.

Online volunteers

For those volunteering online, the experiences differ. Because they are more likely to have full-time work commitments, it can be hard for them to attend training sessions. And due to the nature of volunteering online or over-the-phone, they do not have the same opportunities to shadow another volunteer and learn on the job.

One workshop participant told us that they saw a vacancy on the Manchester VIP platform and whilst it was very easy to register, the onboarding process *"wasn't very clear until I was in it."* They mention that they *"weren't sure about the flexibility of it, how it would fit around [their] work commitments"* and that *"training was split up on different dates"*. As a result, they *"felt pressured, because training was in work hours and [they] didn't learn as much as [they] should have done."*

However, there was a member of the Digital Inclusion team *"on hand to help [them] through the process"* and they valued the fact that this team member had previously been a volunteer themselves.

Recommendations

- Registering to volunteer was found to be an easy process but the different routes used by people coming into volunteering should be considered. There is potential to promote volunteering opportunities through relevant channels such as digital skills training.
- Due to the variety of volunteering experiences on offer with them often being managed by individual libraries or community centres, training can be inconsistent. Better guidance for community centres should be created with each volunteer having a light touch skills development record to support them in their volunteering journey.
- The online training and support offer should be improved as a number of volunteers felt as though provision is inadequate with a small number of participants stating that *"there was no training"* available. As many online volunteers are restricted by other commitments, more responsive training and support that is available outside office hours should be implemented.
- As with the offline training provision, a more consistent approach to training and support for online volunteers needs to be developed. A method of tracking the training given to volunteers should be developed so that no one is neglected and everyone feels that they have the necessary skills needed to volunteer.
- As the online and over-the-phone volunteering opportunity is delivered by people working on their own, it is important that they are supported by others either through peer support or mentoring opportunities.
- The Manchester VIP training is inadequate and unused, and could potentially have a negative impact on the volunteering experience due to lack of relevance.

6 - Challenges to volunteering

Challenges to volunteering can be divided into two categories: work and life commitments, which usually arise outside of the programme's control; and programme or delivery challenges which present themselves whilst carrying out their volunteer duties. Whilst there is little that can be done about the former outside of continuing to offer flexibility, there are potential solutions to the latter.

Most volunteers have some form of work or family commitments. 60% of survey responses were either working full-time or part-time, actively seeking work or studying alongside volunteering. While many said they valued the flexibility that the the programme allows, others suggested *"More weekend volunteering opportunities"* and *"volunteering hours... outside of work hours"*.

Other common barriers included the people they are helping:

- Not having English as a first language
- Not having the correct information available
- Not having up-to-date software
- Having difficulty understanding technical or jargonistic language

When asked what might help them to overcome these barriers, respondents answered that having better access to translation services would help. Some volunteers use common language translation applications such as Google Translate, but these are not accurate enough and can lead to further confusion and frustration.

For those who volunteer online, there are further challenges that present themselves, such as not being in the same room or being able to see the person they are helping. Because of the extra layer between the volunteer and the person they are helping, *"it can be emotionally draining"*.

One volunteer told us *"It can be easy to explain things on the phone when things are going right. But when things go wrong, it can be very difficult... it takes a lot of patience"*.

Volunteering online or over-the-phone can be a much more isolating experience. They do not report the same level of community or social connection as those who volunteer in-person. They also express frustration when not having the answer to a problem - they often have to end the call and come back to the service user later on, whereas those who volunteer in-person are able to ask a colleague for help. One person questioned *"whether me doing it over the phone was having a positive effect."*

 One volunteer told us:

"I wonder about having a hub of people to support the volunteers or to help support the people we are helping, rather than saying 'I'll come back to you'. It'd be good to quickly message someone or pick up the phone."

Although there is a chat page on Manchester VIP, the same volunteer told us "*it's not that easy to use*". With group chats on popular message applications such as WhatsApp, they were uncomfortable with sharing their personal details as they'd never met each other. However, the desire for a volunteer support group is clear:

"If you are part of a group, it would make a difference. You'd be supporting each other. I would be happy to be part of a volunteer support group. But at the moment, it's quite 'on your own'".

Recommendations

- Volunteers value the flexibility afforded by the programme, although some suggested that further opportunities outside of work hours, including the weekend would be valued.
- English as a second language is a common barrier across the programme, and can lead to further difficulties in ensuring service users have the right information or up-to-date software. Where possible, there needs to be better translation services on hand.
- A better understanding of the help needed by service users can better prepare volunteers. There needs to be a deeper dive into the problems being presented, when and how these are being measured, so that volunteers are better placed to provide answers and support.
- For those who volunteer online or over the phone, there needs to be a mechanism that enables them to ask questions and provide solutions . If this is to be a system such as a group Whatapp or Manchester VIP, it needs to be integrated into the programme from the start, including training or onboarding, and requires time and resource in order to maintain and manage it.
- A volunteer support group which met regularly could help over-the-phone volunteers share problems, find solutions, and encourage a sense of community that has been found to be lacking.

8 - Appendices

8.1 Discovery workshop highlights and initial findings

This document contains highlights from the two discovery workshops that form part of the work Open Data Manchester is carrying out on behalf of Manchester City Council to understand the motivations and support needed of volunteers in the Digital Inclusion programme.

These sessions will be used to create a wider volunteer survey. Full notes from these sessions can be found here - https://bit.ly/ODM-MCC1 [Please do not share this link publicly].

The full set of questions can be found at the bottom of this document, but our initial findings can be grouped into the following themes:

1. Motivations for volunteering
2. Joining up as a volunteer and training
3. Challenges to volunteering – on the job
4. Challenges to volunteering – taking part
5. What might help with these challenges
6. What they enjoy

As there is a marked difference between the roles and needs of those who volunteer online and those that volunteer in-person, we have grouped our findings separately.

Discovery workshop 1 – online
The online workshop took place on Wednesday 22 June 2022.

The session was only attended by three participants. One was a Manchester City Council employee who had previous experience in the programme as a volunteer.One was a current volunteer and the other was a new volunteer who, despite past experience volunteering elsewhere, was actually yet to start volunteering for the Digital Inclusion Programme.

1 Motivations

Some reasons for wanting to volunteer include wanting to share their own experience and expertise.

2 Joining up as a volunteer and training

For online participants, the process of finding posts, registering and training was relatively straightforward. However, online participants said they were offered people to support before going through training or fully understanding how the process worked. They found having Salvage there to support them through this process was extremely helpful.

The online participants expressed that the training had been squeezed into one "intense crash course', and they 'felt pressured and probably didn't learn as much as [they] should have done'.

Volunteers sometimes felt as thought they were being given people to support without fully feeling confident in what they needed to do.

3 Challenges to volunteering – on the job

Some of the difficulties the volunteers face is likely due to the nature of carrying out work over the phone and not being able see what the people they are attending to are doing. It is easy to do over the phone when things are going right, but can quickly become extremely challenging and frustrating.

All participants agreed that a lot of patience is required and it can be tiring. Language and using technical terminologies and jargon can be a barrier.

4 Challenges to volunteer – taking part

Sometimes work commitments can get in the way and helping someone might take longer than anticipated.

5 What might help with these challenges

Volunteers said it would be ideal to be able to see the people they are supporting – face to face is not an option, but video link would be useful. However, this comes with its own challenges.

They would have liked to have been mentored by another volunteer or been able to shadow one to get a sense of how the over-the phone sessions run.

Volunteers said that having a 'hub of people to support volunteers' would be useful. This could be in the form of a WhatsApp group or online community forum, where they could quickly ask for help and find solutions to problems.

A volunteer support group would help volunteers to share experiences, find solutions and to make them feel part of wider network and bring a sense of belonging.

6 What they enjoy

Volunteers said that their favourite element in taking part is seeing those they are helping to progress.

One story included an elderly lady who didn't go out much but wanted to start using her phone and tablet more. After being supported by one of the participants, she was able to use her device to find a tech support group where she could learn more about her devices in a more social setting.The volunteer said that it was rewarding knowing she had been there to help someone in this way.

It's important that these successes are recognised and celebrated, especially given the more isolated nature of online/over-the-phone volunteering.

Discovery workshop 2 – in-person

The workshop took place at Newton Heath Library on Monday 27 June 2022= and was attended by six volunteers, with four of them being current volunteers and two of them being ex-volunteers. The session was also attended by two library employees and two Manchester City Council employees.

Through speaking with the volunteers at Newton Heath Library, it became clear that they are playing a number of roles. Firstly, they help service users use their digital device. Secondly, they help users to access online services. And a third more tacit role is that of the listener – some users simply want to come in and have someone to talk to.

1 Motivations

Some of the motivations for volunteers getting involved included:

- A desire to help others
- Wanting to share their own experience and expertise
- "It gives you something to do."
- Gets them out the house
- Improves job prospects
- Helps them socialise and feel part of something
- "Feels like you belong".

2 Joining up as a volunteer and training

Many of the participants in the in-person group started out as service users and then became volunteers later on.

Training is carried out irregularly in person, but volunteers feel very supported by the staff at the library.

Because it is an in-person session, there is always someone on-hand to help out and give advise – whether that be a library staff member or another volunteer.

3 Challenges to volunteering – on the job

Challenges raised included

- Language barriers
- Use of jargonistic terminology
- Service users not always bringing the correct information with them
- Service users not always saying what they want.

Volunteers said that most of the job is a listening job, and whilst they do get training in how to deal with difficulties, there is no training in listening skills, etc. It can be tiring at times for volunteers.

4 Challenges to voluntering – taking part

Challenges raised included

- Transport to/from the venue
- Expenses
- Time constraints
- Health problems meaning they cannot take part
- Issues raised by the job centre, questioning why they are volunteering.

Short-term / chopping and changing meaning that there is always a drop off in volunteers – even if the programme or library is closed for a few weeks.

5 What might help these challenges

There was a strong desire for a sense of stability, or an offer that would guarantee a position for 2-3 years. A longer-term offer would give volunteers a sense of stability that would help them with things like the job centre querying their volunteering. It would also give a sense of continuity to the group.

Volunteers also requested monthly meetings, which would allow a space for the group to meet as a whole, share experiences, surface problem areas and support each other.

6 What they enjoy

Volunteers said they really enjoyed seeing someone with no confidence with a device improve. They enjoy the variety the role brings. They like it when they see people come in stressed but leave happy. They say it's nice to be appreciated and know that they've helped someone. They like to see those that they have helped come back later on and help others. Some of the volunteers said that they were able to secure jobs as a result of taking part in the volunteer programme.

 It was clear that the in-person volunteers had a real sense of community. This is a real strength and something to be celebrated. The library staff play a strong part in this. There is a sense of trust between the volunteers and the staff.

Summary & next steps
While many of the motivations of both workshops were similar, there is a marked difference in what volunteers need to feel more supported. This is down to the nature of the work carried out by the two types of volunteers.

As both workshops represented a very small proportion of those who volunteer, we recommend using the wider survey and interviews to find out how representative these results are and to uncover further motivations, challenges and support needed.

8.2 Survey responses

2. Why you volunteer

1. Where are you based?				
Answer Choices			**Response Percent**	**Response Total**
1	Bolton		5.88%	1
2	Bury		0.00%	0
3	Manchester		35.29%	6
4	Oldham		11.76%	2
5	Rochdale		5.88%	1
6	Salford		5.88%	1
7	Stockport		29.41%	5
8	Tameside		0.00%	0
9	Trafford		5.88%	1
10	Wigan		0.00%	0
			answered	17
			skipped	3

2. Do you volunteer online/over the phone or in-person?

Answer Choices			Response Percent	Response Total
1	Online or over the phone		10.00%	2
2	In-person		45.00%	9
3	Both		35.00%	7
4	Not currently volunteering		10.00%	2
			answered	20
			skipped	0

3. Do you volunteer alongside work?

Answer Choices			Response Percent	Response Total
1	Yes, I am full-time employed		20.00%	4
2	Yes, I am part-time employed		15.00%	3
3	Yes, I am self-employed		10.00%	2
4	No, I am not currently employed, but am seeking employment		5.00%	1
5	No, I am not currently employed and am not seeking employment		20.00%	4
6	I am a student and not in other employment		5.00%	1
7	I am a strudent and also in employment		5.00%	1
8	I am retired		20.00%	4
			answered	20
			skipped	0

4. Do you have any caring responsibilities?

Answer Choices			Response Percent	Response Total
1	I am a full-time carer	■	20.00%	4
2	I am a part-time carer	■	20.00%	4
3	I am on maternity or paternity leave	■	5.00%	1
4	Other (please specify):	■	55.00%	11
			answered	20
			skipped	0

Other (please specify): (11)

1	27/08/2022 10:09 AM ID: 198369750	No
2	27/08/2022 12:10 PM ID: 198373922	None of the above
3	27/08/2022 15:39 PM ID: 198379271	no
4	30/08/2022 19:47 PM ID: 198509393	None
5	30/08/2022 20:17 PM ID: 198510756	Not a carer
6	31/08/2022 00:43 AM ID: 198519125	no
7	01/09/2022 12:53 PM ID: 198616715	no
8	05/09/2022 19:25 PM ID: 198840834	
9	06/09/2022 13:46 PM ID: 198885358	No
10	07/09/2022 15:02 PM ID: 198968252	Parent
11	07/09/2022 21:54 PM ID: 199007662	No

5. When you started volunteering, what were you expecting to get from it? (Please number your answers in order of important, with 1 being the most important.)

Answer Choices		Response Percent	Response Total
1	*Open-Ended Question*	*100.00%*	*20*

1	19/08/2022 09:16 AM ID: 197897235	Giving back
2	19/08/2022 09:35 AM ID: 197898718	experience
3	24/08/2022 23:43 PM ID: 198245051	1. Being able to use my skills and knowledge to help others 2. socialise and meet with others outside of caring responsibilities 3. Learn and develop new skills
4	26/08/2022 19:34 PM ID: 198355898	1 A better society within which to live 2 A feeling of positivity - giving something back because I have been fortunate in life 3 A better understanding of other people 4 A better understanding of myself, my motivations, and my blindspots
5	27/08/2022 10:09 AM ID: 198369750	Social, payback for help received, healthy activity (physical & mental well-being)
6	27/08/2022 12:10 PM ID: 198373922	1. A sense that I was making a difference and having a positive impact on the lives of the young people around me. 2. New connections in the education sector. 3. A greater understanding of the education sector.
7	27/08/2022 12:29 PM ID: 198374238	To be able to pass on knowledge and assist in any way .
8	27/08/2022 15:39 PM ID: 198379271	1) To assist visually impaired people with IT technology, thus increasing their confidence and ability to interact with wider society.
9	30/08/2022 19:47 PM ID: 198509393	1) Sense of community 2) being useful
10	30/08/2022 20:17 PM ID: 198510756	1) being able to help community 2) being able to help in my free time 3) meet other members of the community
11	31/08/2022 00:43 AM ID: 198519125	1) Gain some focus to help my mental wellbeing 2) Help to get me out of the house 3) meet new people 4) Help the local community and those in need
12	31/08/2022 12:14 PM ID: 198545346	1 do something different 2 build up CV 3 help people

		4 work experience *5 new challenge*
13	*01/09/2022* *12:53 PM* *ID: 198616715*	*making new friends*
14	*02/09/2022* *08:26 AM* *ID: 198662228*	*1. Do something useful/meaningful* *2. Learn new skills* *3. Meet like-minded people*
15	*05/09/2022* *19:25 PM* *ID: 198840834*	*° wanted to learn to read and right.* *° then became a volunteer.* *° I have been volunteering now over 10 years, and love it.*
16	*06/09/2022* *13:46 PM* *ID: 198885358*	*As I'm not very mobile, I was hoping to be able to use some of my time in the evenings to assist people with Windows PC (PC, not Apple) based issues, or getting on line/setup. I have quite a lot of experience with Windows based PCs.*
17	*07/09/2022* *15:02 PM* *ID: 198968252*	*I just wanted to help others in the same situation as myself, but have gone on to also volunteer different skills to different organisations which are unrelated.*
18	*07/09/2022* *16:47 PM* *ID: 198981412*	*1 - I just wanted to share my knowledge with others who were new to computers* *2 - To possibly learn more myself* *3 - To meet other people in the community other than my immediate neighbours*
19	*07/09/2022* *21:54 PM* *ID: 199007662*	*1. Sense of purposel* *2. Help in supporting others to find thier voice and value* *3. Think about other people's perspective.*
20	*12/09/2022* *13:40 PM* *ID: 199228562*	*help others with no digital skills*

answered	*20*
skipped	*0*

6. From your experience of volunteering, what do you get from it? (Please number your answers in order of important, with 1 being the most important.)

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	20

1	19/08/2022 09:16 AM ID: 197897235	Satisfaction
2	19/08/2022 09:35 AM ID: 197898718	company
3	24/08/2022 23:43 PM ID: 198245051	Self satisfaction that i have helped someone else in need of support. Knowing an adult or child is not going hungry tonight.
4	26/08/2022 19:34 PM ID: 198355898	1 A better understanding of myself, my motivations, and my blindspots 2 A better understanding of other people 3 A feeling of positivity - giving something back because I have been fortunate in life 4 A feeling of positivity as a result of seeing lives positively improved
5	27/08/2022 10:09 AM ID: 198369750	As above
6	27/08/2022 12:10 PM ID: 198373922	1. A sense of achievement. 2. New contacts. 3. New skils
7	27/08/2022 12:29 PM ID: 198374238	Rewarding sense of being able to help
8	27/08/2022 15:39 PM ID: 198379271	1) Satisfaction in providing successful training to visually impaired service users, and seeing how it has improved their ability to interact with the wider world.
9	30/08/2022 19:47 PM ID: 198509393	1) sense of community 2) Feeling useful 3) shared values
10	30/08/2022 20:17 PM ID: 198510756	1) feel like I'm helping in someway
11	31/08/2022 00:43 AM ID: 198519125	1) At the time I'm volunteering it helps with my mental wellbeing 2) Being committed, even on a minimal basic helps to get me out of the house 3) I have meet new people 4) I am help the local community and those in need 5) I am also able to access the services available via the Charities which has helped me in numerous ways
12	31/08/2022 12:14 PM	1 a job offer 2 feel good factor

	ID: 198545346	3 work experience 4 networking opportunity
13	01/09/2022 12:53 PM ID: 198616715	satisfaction
14	02/09/2022 08:26 AM ID: 198662228	1. Making a positive contribution 2. A sense of a caring community 3. Like-minded colleagues
15	05/09/2022 19:25 PM ID: 198840834	° when I started volunteering I came out of a violent relationship and I was scared to go out, ° But volunteering for Startpoint with Nicola Dean I am now a volunteer and love meeting people. ° seeing our learners with a smile on there faces when they have achieved something we would find easy, makes my day.
16	06/09/2022 13:46 PM ID: 198885358	Due to not being able to attend most of the sessions due to work commitments I haven't been able, or not been offered, any opportunity to assists newbies.
17	07/09/2022 15:02 PM ID: 198968252	1. Satisfaction of knowing that I've supported people who need it 2. Knowledge 3. I have built my personal networks over time.
18	07/09/2022 16:47 PM ID: 198981412	1- I thoroughly enjoy being able to help people 2 - I have more knowledge than I had before 3 - I have made friends I would not otherwise have met.
19	07/09/2022 21:54 PM ID: 199007662	1. Sense of self. 2. Fulfillment in helping others. 3.Acceptance 4.Fun
20	12/09/2022 13:40 PM ID: 199228562	satisfaction of helping others

answered	20
skipped	0

7. How do you get to your volunteering venue? (Tick all that apply)

Answer Choices			Response Percent	Response Total
1	Car		40.00%	8
2	Bus		5.00%	1
3	Tram		5.00%	1
4	Taxi		5.00%	1
5	Bicycle		0.00%	0
6	Walk		10.00%	2
7	Not applicable (I volunteer online or over the phone)		15.00%	3
8	Other (please specify):		20.00%	4
			answered	20
			skipped	0

Other (please specify): (4)

1	24/08/2022 23:43 PM ID: 198245051	Walk, Bus or car
2	27/08/2022 12:10 PM ID: 198373922	This was created as a radio, instead of a multi-select. I use Walking, Car and Tram.
3	01/09/2022 12:53 PM ID: 198616715	not currently volunteering
4	07/09/2022 15:02 PM ID: 198968252	This question should have been a checkbox instead of a radio button. I mainly use the car. I also walk to some activities or get the train but the majority of the time it's by car.

8. How long does it take you to get to where you volunteer?

	Answer Choices		Response Percent	Response Total
1	0 to 30 minutes		55.00%	11
2	31 to 60 minutes		20.00%	4
3	61 to 120 minutes		0.00%	0
4	More than 120 minutes		0.00%	0
5	Not applicable		25.00%	5
			answered	20
			skipped	0

9. How long have you been vounteering for? (If you@SQ@ve recently stopped volunteering, please tell us how long you volunteered for.)

	Answer Choices		Response Percent	Response Total
1	Less than one month		0.00%	0
2	1 to 6 months		15.00%	3
3	7 to 12 months		5.00%	1
4	1 to 2 years		10.00%	2
5	More than 2 years		70.00%	14
			answered	20
			skipped	0

10. How long do you intend to volunteer for?

Answer Choices			Response Percent	Response Total
1	Less than one month		0.00%	0
2	1 to 6 months		0.00%	0
3	7 to 12 months		5.00%	1
4	1 to 2 years		5.00%	1
5	More than 2 years		60.00%	12
6	Not applicable (for example - no longer volunteering)		30.00%	6
			answered	20
			skipped	0

11. If you@SQ@ve stopped volunteering, what were your main reasons for this?

Answer Choices			Response Percent	Response Total
1	Work commitments		20.00%	4
2	Family commitments		0.00%	0
3	Health issues		5.00%	1
4	I no longer enjoyed it		0.00%	0
5	The programme I was volunteering on ended		5.00%	1
6	I found getting to or from the venue difficult		0.00%	0
7	Other (please specify):		70.00%	14
			answered	20
			skipped	0

Other (please specify): (14)

| 1 | 19/08/2022 09:16 AM ID: 197897235 | |
| 2 | 19/08/2022 09:35 AM | still volunteer |

	ID: 197898718	
3	24/08/2022 23:43 PM ID: 198245051	*N/A*
4	27/08/2022 10:09 AM ID: 198369750	*N/A*
5	27/08/2022 15:39 PM ID: 198379271	*I have not stopped volunteering*
6	30/08/2022 19:47 PM ID: 198509393	*N/A*
7	30/08/2022 20:17 PM ID: 198510756	*I haven't stopped*
8	31/08/2022 00:43 AM ID: 198519125	*I am still volunteering - I have no idea how long I will continue to volunteer as it will depend on my personal health*
9	02/09/2022 08:26 AM ID: 198662228	*not stopped*
10	05/09/2022 19:25 PM ID: 198840834	*Still volunteer*
11	06/09/2022 13:46 PM ID: 198885358	*I haven't been attending any of the Digital Champions classes to teach up volunteers and no opportunity to volunteer has come up.*
12	07/09/2022 15:02 PM ID: 198968252	*I have reduced some of my activities due to work commitments but I haven't stopped and don't intend to*
13	07/09/2022 16:47 PM ID: 198981412	*Still volunteering*
14	12/09/2022 13:40 PM ID: 199228562	*not applicable*

3. Registering and training

12. How did you first become aware of your volunteering opportunity?				
Answer Choices			**Response Percent**	**Response Total**
1	Saw an opportunity on Manchester VIP		5.00%	1
2	Saw an advert at my local library		10.00%	2
3	I used the service myself to get support		10.00%	2
4	Word of mouth		35.00%	7
5	Other (please specify):		40.00%	8
			answered	20
			skipped	0

Other (please specify): (8)

1	19/08/2022 09:35 AM ID: 197898718	web search
2	24/08/2022 23:43 PM ID: 198245051	I was approached by the Charity to ask if i would join their trustee Board and help develop the charity
3	26/08/2022 19:34 PM ID: 198355898	Created the volunteering opportunity
4	30/08/2022 19:47 PM ID: 198509393	Google
5	31/08/2022 00:43 AM ID: 198519125	General surfing the internet looking for volunteering opportunites
6	31/08/2022 12:14 PM ID: 198545346	Approached directly
7	05/09/2022 19:25 PM ID: 198840834	My son
8	07/09/2022 16:47 PM ID: 198981412	Saw request for volunteers in cafe window

13. On scale of 1 to 5, how easy was it to register as a volunteer?

Answer Choices			Response Percent	Response Total
1	1 Easy		60.00%	12
2	2		20.00%	4
3	3		10.00%	2
4	4		5.00%	1
5	5 Difficult		5.00%	1
		answered		20
		skipped		0

14. Did you feel you were given all the information you needed when you signed up?

Answer Choices			Response Percent	Response Total
1	Yes		85.00%	17
2	No		15.00%	3
		answered		20
		skipped		0

If you selected no, what information would you have wanted? (2)

1	27/08/2022 12:10 PM ID: 198373922	Anything would be better than nothing
2	06/09/2022 13:46 PM ID: 198885358	I wasn't informed about the need to undertake classes (I initially attended a few) of which some were a little simplistic such as how do you search for a holiday etc. where I felt I didn't need training in such areas. I wasn't given a clear path of what was needed (did I need to attend certain training) in order to help others. The pathway wasn't made clear as to what point I'd be helping others.

15. What training did you take part in for your current volunteering role?			
Answer Choices		**Response Percent**	**Response Total**
1	Manchester VIP online training	0.00%	0
2	Digital Mentoring Course (Manchester Adult Education Service)	10.00%	2
3	Informal conversations and shadowing	40.00%	8
4	I haven't started my training yet	0.00%	0
5	I've started volunteering, but there has been no training	15.00%	3
6	Other (please specify):	45.00%	9
		answered	20
		skipped	0

Other (please specify): (9)

1	24/08/2022 23:43 PM ID: 198245051	Off sight training
2	26/08/2022 19:34 PM ID: 198355898	Child abuse awareness, People trafficking awareness, Slavery awareness, Health & Safety
3	30/08/2022 19:47 PM ID: 198509393	On the job
4	30/08/2022 20:17 PM ID: 198510756	Intro training when I joined
5	05/09/2022 19:25 PM ID: 198840834	To much for me to remember, sorry.
6	06/09/2022 13:46 PM ID: 198885358	Some Digital Champions training early on. I have prior computer course certificates and work experience.
7	07/09/2022 15:02 PM ID: 198968252	The role has developed organically over time and has been essentially created by myself so there was no formal training.
8	07/09/2022 16:47 PM ID: 198981412	Training held at the cafe where I first volunteered
9	07/09/2022 21:54	Training for previously in other positions

16. Did you feel the training gave you enough preparation for your role?

Answer Choices			Response Percent	Response Total
1	Yes		85.00%	17
2	No		15.00%	3
			answered	20
			skipped	0

If you selected no, what extra training do you think would have helped? (4)

1	27/08/2022 12:10 PM ID: 198373922	Anything would be better than nothing
2	27/08/2022 12:29 PM ID: 198374238	parameters/ terms of reference
3	06/09/2022 13:46 PM ID: 198885358	I'm not sure what the requirements are for the role.
4	07/09/2022 15:02 PM ID: 198968252	N/A

17. Did you feel you have enough support going into your first session as a volunteer?

Answer Choices			Response Percent	Response Total
1	Yes		85.00%	17
2	No		15.00%	3
			answered	20
			skipped	0

18. Please tell us a sentence of two about your experience of the support you received.

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	20

1	19/08/2022 09:16 AM ID: 197897235	As I said no training supplied
2	19/08/2022 09:35	good

	AM *ID: 197898718*	
3	*24/08/2022 23:43 PM* *ID: 198245051*	*Other staff members and volunteers were available to ask questions.*
4	*26/08/2022 19:34 PM* *ID: 198355898*	*I volunteered within a structured organisation and the training was well considered and professionally provided. They brought in experts in the relevant areas to carry out the training.*
5	*27/08/2022 10:09 AM* *ID: 198369750*	*Other volunteers helped involved me in practical procedures. I was allowed to add my own talents.*
6	*27/08/2022 12:10 PM* *ID: 198373922*	*None*
7	*27/08/2022 12:29 PM* *ID: 198374238*	*My team were incredibly and directed me . I gained valuable insight into the digital needs of local people*
8	*27/08/2022 15:39 PM* *ID: 198379271*	*After thirty five years in IT I had most of the required skills. I shadowed some staff to understand the wider people handling and client management requirements and skills*
9	*30/08/2022 19:47 PM* *ID: 198509393*	*Other staff and volunteers always helpful*
10	*30/08/2022 20:17 PM* *ID: 198510756*	*Helpful project manager who informed me of all the details*
11	*31/08/2022 00:43 AM* *ID: 198519125*	*I was with an experienced volunteer who showed me what to do and worked with me to achieve the outcomes.*
12	*31/08/2022 12:14 PM* *ID: 198545346*	*I watched and learned from the last currently doing the role*
13	*01/09/2022 12:53 PM* *ID: 198616715*	*It was very supportive*
14	*02/09/2022 08:26 AM* *ID: 198662228*	*woorked alongside others experienced at the role and shown what to do*
15	*05/09/2022 19:25 PM* *ID: 198840834*	*Pass nicloa dean helped me all the way for a long time she didn't leave my side.*
16	*06/09/2022 13:46 PM* *ID: 198885358*	*I haven't helped anyone yet, I accept this may be partly down to my not attending Digital Champions training sessions, but which ones and what level is required?*
17	*07/09/2022 15:02 PM*	*N/A*

	ID: 198968252	
18	07/09/2022 16:47 PM ID: 198981412	The organisers were very friendly and helpful, offering their full support if required
19	07/09/2022 21:54 PM ID: 199007662	Felt the facilitators were more focussed on their own views rather than the over riding aim &strategy of the initiative .
20	12/09/2022 13:40 PM ID: 199228562	good

answered	20
skipped	0

4. Challenges to volunteering

19. What are the main things that get in the way of you volunteering? (Tick all that apply)

Answer Choices			Response Percent	Response Total
1	Work commitments		45.00%	9
2	Familty commitments		45.00%	9
3	Get to or from the venue		5.00%	1
4	Health		15.00%	3
5	It can be tiring or emotionally draining		15.00%	3
6	Volunteering was too expensive		5.00%	1
7	Other (please specify):		40.00%	8
			answered	20
			skipped	0

Other (please specify): (8)

1	24/08/2022 23:43 PM ID: 198245051	Nothing currently
2	27/08/2022 10:09 AM ID: 198369750	Age limitations eg during early pandemic, over 70 years not allowed
3	27/08/2022 15:39 PM ID: 198379271	The lockdown associated with Covid had a big impact on the ability of Visually impaired users to leave home to avail of training

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4	01/09/2022 12:53 PM ID: 198616715	lack of time
5	02/09/2022 08:26 AM ID: 198662228	caring commitments
6	06/09/2022 13:46 PM ID: 198885358	Previously work commitments, now more health related ones.
7	07/09/2022 15:02 PM ID: 198968252	Other volunteering commitments
8	07/09/2022 21:54 PM ID: 199007662	Lack of consensus and hidden agendas

20. What might help make these challenges easier?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	20

1	19/08/2022 09:16 AM ID: 197897235	Nothing
2	19/08/2022 09:35 AM ID: 197898718	paid travel
3	24/08/2022 23:43 PM ID: 198245051	N/A
4	26/08/2022 19:34 PM ID: 198355898	At the current time, because I have taken up a more senior role at work, I don't think there is anything that can make that easier. I will volunteer again when that changes.
5	27/08/2022 10:09 AM ID: 198369750	Usual pandemic changes - vacs, pre shift testing & precautions during shift.
6	27/08/2022 12:10 PM ID: 198373922	More information, and more consistency (less cancelled, postponed, rearranged meetings, etc.)
7	27/08/2022 12:29 PM ID: 198374238	consolidated approach to helping the community a umbrella group if you will
8	27/08/2022 15:39 PM ID: 198379271	.

9	30/08/2022 19:47 PM ID: 198509393	More weekend volunteering opportunities
10	30/08/2022 20:17 PM ID: 198510756	If volunteering hours changed outside of work hours
11	31/08/2022 00:43 AM ID: 198519125	My health to improve
12	31/08/2022 12:14 PM ID: 198545346	Free childcare
13	01/09/2022 12:53 PM ID: 198616715	informal volunteering in neighborhoods
14	02/09/2022 08:26 AM ID: 198662228	not having to chase up support for my son - his EHCP being the main concern at the moment
15	05/09/2022 19:25 PM ID: 198840834	None
16	06/09/2022 13:46 PM ID: 198885358	Some information on requirements of the role. What Digital Champions training is mandatory. What previous courses / work experience count as a substitute for DC training.
17	07/09/2022 15:02 PM ID: 198968252	-
18	07/09/2022 16:47 PM ID: 198981412	I am full time carer for my husband therefore I now work from home
19	07/09/2022 21:54 PM ID: 199007662	Defined strategy, goals, and measures of success. Open &transparent communications Time frame &Finance
20	12/09/2022 13:40 PM ID: 199228562	its NOT in your Control!!

answered	20
skipped	0

21. What are the main challenges or barriers when carrying out your volunteer duties? (Tick all that apply)

Answer Choices			Response Percent	Response Total
1	The people we are helping don't always have the correct information		35.00%	7
2	English as a second language		35.00%	7
3	Technical language or jargon		20.00%	4
4	Not having the right device or up to date software		15.00%	3
5	Not being in the same room or being able to see the person you are helping		35.00%	7
6	Other (please specify):		45.00%	9
			answered	20
			skipped	0

Other (please specify): (9)

1	19/08/2022 09:16 AM ID: 197897235	There is none
2	26/08/2022 19:34 PM ID: 198355898	Limitations in services the public sector (can) provide, which leaves gaps that are hard to fill. NHS discharging people when they are not ready / not able to be appropriately cared for outside of an NHS setting. Black and white categorisation of people by public services such that help cannot be found. Open (Closed!) hours of public services, including in emergency scenarios. Lack of joined up working between voluntary organisations and public sector and between voluntary organisations. No holistic picture of vulnerable people / complex cases, which leads to duplication and gaps in care plans.
3	27/08/2022 10:09 AM ID: 198369750	Foodbank - many users unaware of referral process
4	27/08/2022 15:39 PM ID: 198379271	Training can only be successful when the Service user had a clear understanding of their objectives, and those objectives are mostly achieveable.
5	31/08/2022 00:43 AM ID: 198519125	number of other volunteers - need more volunteers and resources
6	01/09/2022 12:53 PM ID: 198616715	
7	02/09/2022 08:26 AM	there are none

8	06/09/2022 13:46 PM ID: 198662228	See previous answers
9	07/09/2022 15:02 PM ID: 198885358	na

22. What might help you to overcome these challenges or to feel more supported when carrying out your volunteering duties?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	20

1	19/08/2022 09:16 AM ID: 197897235	Na
2	19/08/2022 09:35 AM ID: 197898718	N/A
3	24/08/2022 23:43 PM ID: 198245051	Better access to translation services. translation Apps are not always the best way to communicate.
4	26/08/2022 19:34 PM ID: 198355898	Public sector to recognise that they are only a small part of the picture in addressing issues locally and in putting in place plans to improve communities and outcomes for individuals. Public sector to work in unison with voluntary sector in information gathering about an individual and in putting in place a plan for an individual, or family. Public sector to act in true partnership vs. "commissioning" or requiring or dumping on the voluntary sector. Public sector to act more and talk, ponder, consider, strategise less.
5	27/08/2022 10:09 AM ID: 198369750	As a volunteer, I am not challenged but am aware of weak & inaccurate referral process. Isolated prospective users need more accessible information.
6	27/08/2022 12:10 PM ID: 198373922	Better organisation
7	27/08/2022 12:29 PM ID: 198374238	more intrepreters,other hurdles can be addressed as part of the general support
8	27/08/2022 15:39 PM ID: 198379271	.
9	30/08/2022 19:47 PM ID: 198509393	Not sure
10	30/08/2022 20:17	Doing face to face sessions with foodbank

	PM ID: 198510756	
11	31/08/2022 00:43 AM ID: 198519125	More volunteers and more resources
12	31/08/2022 12:14 PM ID: 198545346	Dk
13	01/09/2022 12:53 PM ID: 198616715	none
14	02/09/2022 08:26 AM ID: 198662228	none
15	05/09/2022 19:25 PM ID: 198840834	Don't know
16	06/09/2022 13:46 PM ID: 198885358	See previous
17	07/09/2022 15:02 PM ID: 198968252	n/a
18	07/09/2022 16:47 PM ID: 198981412	Using Zoom and WhatsApp when ever possible
19	07/09/2022 21:54 PM ID: 199007662	Consensus over what and why doing a particular thing
20	12/09/2022 13:40 PM ID: 199228562	Need to be in same room for one to one support, and knowing the language of person to be supporting

answered	20
skipped	0

23. Can you think of an example of when things could have run smoother? For example, perhaps you weren@SQ@t able to get to your session or you didn@SQ@t have all the information needed. Did you manage to overcome this? How? How did it make you feel?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	20

1	19/08/2022 09:16 AM ID: 197897235	Na
2	19/08/2022 09:35 AM ID: 197898718	n/A
3	24/08/2022 23:43 PM ID: 198245051	Other professions being prepared when working collaberatively
4	26/08/2022 19:34 PM ID: 198355898	Yes. Lots. (1) Couple showed up at 8pm with a toddler. Had just been made homeless. Could not get help from council (MCC) due to time of day. Had to put up in hotel overnight and arrange to meet them at MCC in person in the morning. Felt frustrated and helpless on behalf of the vulnerable family. (2) Homeless lady (~50) with serious bacterial infection of legs and feet as well as mental health issues. Worked with NHS at A&E and concluded needed immediate care and to be sectioned. Transferred to NMGH mental health unit. Got call during work that she has been discharged. Had to respond immediately and demand that they check her file. On confirmation of section, changed plan and halted discharge just in time! Felt very frustrated and disrupted at work. Annoyed that NHS was able to discharge someone who was sectioned without better consideration. Felt that if I hadn't been available for the call or if the homeless lady had not had support from us volunteers, that she would have just been on the streets again with the same issue. (3) Homeless man (~40) with serious bacterial infection in feet, including maggots. Treated at A&E but then discharged with the expectation that he would wash his feet twice a day and change bandages twice a day. This was completely unrealistic. On the streets the man couldn't even keep his feet dry, let alone clean. Felt very frustrated. That NHS just did the minimum and didn't care about the discharge environment, despite making this clear. Felt dumped on - that despite us only having a drop in place for homeless people available once a week, that we were left to find a way to provide space for the man to be treated twice a day. Many more examples to share, if you like!
5	27/08/2022 10:09 AM ID: 198369750	No probs for me but, again, inaccurate details of users from referrals. Holidays, COVID absence of paid staff could improve inter-communication but I acknowledge that the nature of the service eg emergencies, additional holiday packages can make this awkward for those not on site full time
6	27/08/2022 12:10 PM ID: 198373922	Turned up to a school, was locked out. Got into the school, teacher was teaching at the time we were supposed to meet (that they'd requested!), so I was left in a staff room for over an hour. As with most things, persistence was the most important factor in overcoming difficulties.
7	27/08/2022 12:29 PM ID: 198374238	There are those that are I feel to vulnerable and it's too challenging to help them , they need on site care
8	27/08/2022 15:39 PM ID: 198379271	.

9	30/08/2022 19:47 PM ID: 198509393	Not sure
10	30/08/2022 20:17 PM ID: 198510756	Only that when I have done it it's been really hot so better environment to complete activities (eg air con)
11	31/08/2022 00:43 AM ID: 198519125	no
12	31/08/2022 12:14 PM ID: 198545346	When we had a large number of people attend a session but not enough staff. It felt stressful and upsetting that I couldn't give everyone the time they needed.
13	01/09/2022 12:53 PM ID: 198616715	none
14	02/09/2022 08:26 AM ID: 198662228	no
15	05/09/2022 19:25 PM ID: 198840834	Don't know
16	06/09/2022 13:46 PM ID: 198885358	See previous
17	07/09/2022 15:02 PM ID: 198968252	n/a
18	07/09/2022 16:47 PM ID: 198981412	Cannot think of any occasion
19	07/09/2022 21:54 PM ID: 199007662	Feeling sad, disapointed and let down by others not doing what they had agreed to do.
20	12/09/2022 13:40 PM ID: 199228562	ideal to know the language of client who is being helped

answered	20
skipped	0

24. Please tell us about your FAVOURITE experience of being a volunteering.

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	20

1	19/08/2022 09:16 AM ID: 197897235	Cleaning up the local parks
2	19/08/2022 09:35 AM ID: 197898718	N/A
3	24/08/2022 23:43 PM ID: 198245051	Feedback from those we support
4	26/08/2022 19:34 PM ID: 198355898	There are also so many of these! One of my favourite memories is probably Rachel. Rachel was a trans man. She presented as homeless. We were able to find her temporary space in a shelter. We discovered she was a self-taught developer - developing on her broken smartphone. We worked on a plan to support her to get interviews for working as a developer. We provided her with clean clothes to interview in. She was successful at getting her first job as a developer. We supported her to find her first flat and move in. There were teething issues because she felt she owed other homeless people she'd befriended on the streets to let them stay there too. This was good learning for us in terms of planning for these issues. She moved on to other jobs and housing eventually, but she popped in 2 years later and was still in a stable place with employment. So this felt great.
5	27/08/2022 10:09 AM ID: 198369750	Very good relationship between paid staff & volunteers
6	27/08/2022 12:10 PM ID: 198373922	Seeing people years later who remember when we met and talk about the impact it had on them.
7	27/08/2022 12:29 PM ID: 198374238	Befriending some great people
8	27/08/2022 15:39 PM ID: 198379271	The favourite experience is seeing how the IT technology enables some user to have a more fulfilled life in areas such as, communicating with people by e-mail, using the internet for holidays etc, using tools that enable them to go shopping and visit restaurants.
9	30/08/2022 19:47 PM ID: 198509393	Pretty much every shift is enjoyable and interesting
10	30/08/2022 20:17 PM ID: 198510756	Satisfying working with others to get tasks completed for the community
11	31/08/2022 00:43 AM ID: 198519125	Helping people no matter how small. It helps other people know they are cared about in some way
12	31/08/2022 12:14 PM ID: 198545346	Being offered a paid position for the organisation I was volunteering with
13	01/09/2022	volunteering has opened so many doors for me, it lead to me in employment and made new

	12:53 PM ID: 198616715	friends.
14	02/09/2022 08:26 AM ID: 198662228	Having a laugh
15	05/09/2022 19:25 PM ID: 198840834	Going to college and learning to read and right, thanks to nicola she helped me get there and back. And my first day I was allowed to volunteer and found I loved every minute.
16	06/09/2022 13:46 PM ID: 198885358	See previous
17	07/09/2022 15:02 PM ID: 198968252	Too many to count
18	07/09/2022 16:47 PM ID: 198981412	The pleasure of knowing someone has learned something that will help them in the future but after over 10 years volunteering there were many occasions so cannot pick a favourite.
19	07/09/2022 21:54 PM ID: 199007662	Fund raising at a charity assault course when it was raining and everybody enjoying the moment in the mud and what it help deliver
20	12/09/2022 13:40 PM ID: 199228562	feeling good to empower another person

answered	20
skipped	0

5. About you

25. What is your age group?

Answer Choices			Response Percent	Response Total
1	16-17		0.00%	0
2	18-24		0.00%	0
3	25-34		5.00%	1
4	35-44		25.00%	5
5	45-54		20.00%	4
6	55-64		35.00%	7
7	65+		15.00%	3
			answered	20
			skipped	0

26. What is your gender?

Answer Choices			Response Percent	Response Total
1	Female		70.00%	14
2	Male		25.00%	5
3	Non binary		0.00%	0
4	Prefer not to say		0.00%	0
5	Other:		5.00%	1
			answered	20
			skipped	0

Other: (1)

1	27/08/2022 15:39 PM ID: 198379271	I do not understand this question

27. What is your ethnicity?

Answer Choices	Response Percent	Response Total

1	Open-Ended Question	100.00%	19

1	19/08/2022 09:16 AM ID: 197897235	White british
2	19/08/2022 09:35 AM ID: 197898718	white British
3	24/08/2022 23:43 PM ID: 198245051	White Black African
4	26/08/2022 19:34 PM ID: 198355898	White British
5	27/08/2022 10:09 AM ID: 198369750	White British
6	27/08/2022 12:10 PM ID: 198373922	British Caucasian
7	27/08/2022 12:29 PM ID: 198374238	eurasian
8	27/08/2022 15:39 PM ID: 198379271	British and Irish
9	30/08/2022 19:47 PM ID: 198509393	White British
10	30/08/2022 20:17 PM ID: 198510756	White British
11	31/08/2022 00:43 AM ID: 198519125	British White
12	01/09/2022 12:53 PM ID: 198616715	Asian
13	02/09/2022 08:26 AM ID: 198662228	White British
14	05/09/2022 19:25 PM ID: 198840834	British white
15	06/09/2022 13:46 PM ID: 198885358	White
16	07/09/2022 15:02 PM ID: 198968252	Black British
17	07/09/2022 16:47 PM ID: 198981412	White
18	07/09/2022 21:54 PM ID: 199007662	UK
19	12/09/2022 13:40 PM ID: 199228562	indian

answered	19
skipped	1

28. What languages do you speak?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	19

1	19/08/2022 09:16 AM ID: 197897235	English
2	19/08/2022 09:35 AM ID: 197898718	English
3	24/08/2022 23:43 PM ID: 198245051	English
4	26/08/2022 19:34 PM ID: 198355898	English, French
5	27/08/2022 10:09 AM ID: 198369750	English, Spanish
6	27/08/2022 12:10 PM ID: 198373922	English
7	27/08/2022 12:29 PM ID: 198374238	Cypriot and English
8	27/08/2022 15:39 PM ID: 198379271	English
9	30/08/2022 19:47 PM ID: 198509393	English, Russian
10	30/08/2022 20:17 PM ID: 198510756	English
11	31/08/2022 00:43 AM ID: 198519125	English
12	01/09/2022 12:53 PM ID: 198616715	English
13	02/09/2022 08:26 AM ID: 198662228	English
14	05/09/2022 19:25 PM ID: 198840834	English
15	06/09/2022 13:46 PM ID: 198885358	English
16	07/09/2022 15:02 PM ID: 198968252	English
17	07/09/2022 16:47 PM ID: 198981412	English
18	07/09/2022 21:54 PM ID: 199007662	ENGLISH
19	12/09/2022 13:40 PM	hindi, urdu, gujarati

answered		19
skipped		1

29. Please tell us the first three digits of your postcode.

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	19

1	19/08/2022 09:16 AM ID: 197897235	Ol8
2	19/08/2022 09:35 AM ID: 197898718	PR6
3	24/08/2022 23:43 PM ID: 198245051	M16
4	26/08/2022 19:34 PM ID: 198355898	M90
5	27/08/2022 10:09 AM ID: 198369750	M16
6	27/08/2022 12:10 PM ID: 198373922	OL9
7	27/08/2022 12:29 PM ID: 198374238	ol3
8	27/08/2022 15:39 PM ID: 198379271	m33
9	30/08/2022 19:47 PM ID: 198509393	M21
10	30/08/2022 20:17 PM ID: 198510756	M27
11	31/08/2022 00:43 AM ID: 198519125	M5 4
12	01/09/2022 12:53 PM ID: 198616715	Bl1
13	02/09/2022 08:26 AM ID: 198662228	M21
14	05/09/2022 19:25 PM ID: 198840834	Sk6
15	06/09/2022 13:46 PM ID: 198885358	SK8
16	07/09/2022 15:02 PM ID: 198968252	SK6

17	07/09/2022 16:47 PM ID: 198981412	SK6
18	07/09/2022 21:54 PM ID: 199007662	SK8
19	12/09/2022 13:40 PM ID: 199228562	M16

answered	19
skipped	1

6. Next steps

30. Is there anything else you@SQ@d like to tell us?		
Answer Choices	**Response Percent**	**Response Total**
1 Open-Ended Question	100.00%	11

1	19/08/2022 09:16 AM ID: 197897235	Na
2	19/08/2022 09:35 AM ID: 197898718	Don't make the responses 'required' on surveys
3	24/08/2022 23:43 PM ID: 198245051	i would be nice to have access to free volunteer training that all volunteers could access across the city to ensure all volunteers are trained to an acceptable standard.
4	26/08/2022 19:34 PM ID: 198355898	no
5	27/08/2022 10:09 AM ID: 198369750	It is important that volunteers are able to contribute in an 'equal understanding' atmosphere. Volunteers are all ages, all backgrounds, varying employment history, different cultures BUT but the end result is a common purpose.
6	27/08/2022 12:29 PM ID: 198374238	Thankyou for the opportunity
7	27/08/2022 15:39 PM ID: 198379271	.
8	31/08/2022 00:43 AM ID: 198519125	Manchester needs a more joined up provision for all those that need help. Not being able to really help people because they fall outside a certain area is shameful.
9	05/09/2022 19:25 PM ID: 198840834	Teaching the O.A.Ps has been a pour pleasure to do.

| 10 | 07/09/2022 15:02 PM ID: 198968252 | *My experience of volunteering isn't typical. I'm a committee member with the charity I volunteer with* |
| 11 | 07/09/2022 21:54 PM ID: 199007662 | *My responses reflect volenteering in different National and Local Charities.* |

answered	11
skipped	9