

November 2009

Policies

This document is a sample questionnaire for reviewing current practice in engaging and supporting volunteers in your organisation. These are particularly useful when you have a large number of volunteers. They can also be used to identify gaps and needs. They can also be used as indicators of the effectiveness of current volunteering and as a means of keeping a check on how well your equal opportunities policy is being implemented. If you are looking to assess the impact of volunteers please see the Volunteering Impact Assessment Toolkit, available by contacting Tel: 01786 479593.

**Example of survey form for volunteers**

**Survey of Volunteering in this Organisation  
[name]**

**Questionnaire: Paid Staff**

This organisation [name] strives constantly to improve its services, and extend its work. As you may know, we rely on volunteers to help us in many aspects of our work, and we want to be sure that we maintain and increase our high levels of success in volunteer involvement. We are therefore carrying out a review of the role and work of volunteers in this organisation [name].

The results of this survey will be used to guide policy development and planning. As part of this review we are keen to know about your experience of volunteering in this organisation.

As one of our paid staff we would be grateful if you could complete this brief questionnaire.

Please answer all questions as completely as possible.

You do not need to put your name on the form but you can do so if you wish. All replies will be treated in confidence, but the information will be used by the organisation in improving its services and in the production of reports and policy and practice manuals.

Job Title: .....

Name (optional): .....

1. Are volunteers involved in your area of work?

Yes  No  Don't know

**IF NO, PLEASE GO TO QUESTIONS NO.25**

2. (a) Do you know how many volunteers in total are involved in your area of work?

Yes  No

(b) If Yes, how many are there? .....

3. In your area of work what activities are carried out by volunteers?

.....

4. (a) Would you like to see more volunteers involved in your area of work?

Yes  No

(b) If Yes, would you like to see more of the same activities carried out?

Yes  No

(c) Would you like to see additional activities carried out?

Yes  No

(d) If Yes, what additional activities would you like to see volunteers involved in?

.....  
.....

5. What problems/challenges do you see in introducing additional volunteers to you area of work?

.....  
.....

6. (a) Do you think that any tasks currently carried out by our volunteers are inappropriate?

Yes  No  Don't know

(b) If Yes, please give example of tasks, which in your view are inappropriate:

.....  
.....

7. (a) Do you know how many hours on average volunteers for whom you are responsible in your area of work are involved each week?

Yes  No  Don't know

(b) If Yes, how many hours on average do most volunteers work each week?

0-2  2-4  4-6  6-8   
8-10  10-12  Above 12

8. How have the volunteers in your area of work have been directly recruited and selected?

Please tick all boxes that apply.

	Number if known
By our Volunteers Manager	<input type="checkbox"/>
By you/another member of staff	<input type="checkbox"/>
Through the local Volunteer Centre	<input type="checkbox"/>
Through another voluntary organisation	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

9. How many volunteers in your area of work are:

	Numbers	Don't know
Female?	<input type="checkbox"/>	<input type="checkbox"/>
Male?	<input type="checkbox"/>	<input type="checkbox"/>
Members of the Black and Minority Ethnic communities?	<input type="checkbox"/>	<input type="checkbox"/>
People with physical or learning disabilities?	<input type="checkbox"/>	<input type="checkbox"/>
Under 25?	<input type="checkbox"/>	<input type="checkbox"/>
Between 26-50?	<input type="checkbox"/>	<input type="checkbox"/>
Over 50?	<input type="checkbox"/>	<input type="checkbox"/>

10. (a) In your experience do most volunteers carry out adequately the work that they are asked to do?

Yes  No  Don't know

(b) Please comment on your answer

.....

11. In your opinion are most volunteers sufficiently trained for their responsibilities?

Yes  No  Don't know

12. Do volunteers receive travel and other out-of-pocket expenses?

Yes  No  Don't know

13. Do you think that volunteers are currently valued by:

(a) Paid Staff?

Yes  No  Don't know

(b) Customers/clients

Yes  No  Don't know

14. (a) Do you know if volunteers in your area of work are given regular support and supervision on a one-to-one basis?

Yes  No  Don't know

(b) If Yes, do you know the numbers of volunteers given support?

.....

15. Are volunteers covered by:

(a) Public Liability Insurance?

Yes  No  Don't know

(b) Professional Indemnity Insurance

Yes  No  Don't know

(c) Personal Accident Insurance

Yes  No  Don't know   
16. (a) Who currently has responsibility for:

Volunteer Manager  Other paid staff   
Don't know  (please specify)

.....

(b) Recruiting and selecting volunteers?

Volunteer Manager  Other paid staff   
Don't know  (please specify)

.....

(c) Training volunteers?

Volunteer Manager  Other paid staff   
Don't know  (please specify)

.....

(d) Paying volunteers' out-of-pocket expenses?

Volunteer Manager  Other paid staff   
Don't know  (please specify)

.....

(e) Insuring volunteers?

Volunteer Manager  Other paid staff   
Don't know  (please specify)

.....

(f) Supporting and supervising volunteers?

Volunteer Manager  Other paid staff   
Don't know  (please specify)

.....

(g) Evaluating work done by volunteers

Volunteer Manager  Other paid staff   
Don't know  (please specify)

.....

17. Do you think that paid staff are adequately trained in how to work with volunteers?

Yes  No  Don't know

18. What could be done to help paid staff to work better with volunteers?

.....

.....

19. How would you describe the response to volunteers by:

(a) Clients/customers/users?

Favourable  Mixed   
Unfavourable  Don't know

(b) Paid Staff?

Favourable  Mixed   
Unfavourable  Don't know

20. What are the benefits gained by volunteers?

.....

21. What benefits are gained from volunteers by:

Clients/customers/users?

.....

Paid Staff?

.....  
This organisation?

.....

The community?

.....

22. (a) In your area of work has the involvement of volunteers produced any problems?

Yes  No  Don't know

(b) If Yes, please give examples and indicate how you think these problems can be solved.

.....

.....

23. How has your own workload changed as a result of involving volunteers?

Lessened  Remained the same   
Increased

24. What additional structures and mechanisms should be introduced across this organisation [name] for the support and development of volunteering?

.....

.....

25. Please use the space below to make any further comments regarding this organisation's [name] involvement of volunteers.

.....

.....

**Thank you for taking the time to complete  
this form.**

Please return to:

.....

at

.....

by

.....