

Research for Tomorrow, Today

A Pilot Project: Active Volunteering Barnet An evaluation of the first year

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Evaluation of the Pilot Project - Active Volunteering

Background

Active Volunteering by Disabled People is a partnership project involving CSV's Retired and Senior Volunteer Programme, (RSVP) and Disability Action in the Borough of Barnet (DAbB).

Interest in forming a joint venture / partnership was established several years ago, but finding the necessary funding proved difficult and took longer than anticipated. As a result, a decision was taken to go ahead without funding for the full three years of the project in order to 'get on and do something' and to continue to fund raise in the mean time. Several funders are involved and their support has been essential and is appreciated.

The project was formally established in 2004, and Maria Reguera was hired as the project Development Officer in 2004.

The aim of the project was to build on the research conducted on behalf of RSVP – Who's helping whom? - Which examined the contribution of and the barriers facing disabled people as volunteers. The findings were presented at the national conference, Disability Need be no Handicap, in 2000, and in which Margaret Hodge the then Under Secretary of State for Education and Employment, Bert Massie, Chairman of the Disability Rights Commission, Georgina Fletcher Cooke from the Active Volunteering Unit at the Home office and Mervyn Kohler from Help the Aged participated.

A key recommendation was that pilot projects should be established to build on the research and demonstrate the potential of this under represented group of volunteers, the benefits of volunteering to them and to the wider community. Active Volunteering by Disabled People was set up as one such pilot project.

During its first year, the project has

- developed a range of materials to encourage and recruit disabled people as volunteers
- raised the profile locally through a variety PR and media events
- attracted / enrolled 77 volunteers – the target for the three years was 100
- involved 44 local organisations in taking on, or expressing willingness to take on volunteers

Aims and approach

The aim of this evaluation is to

- Explore the volunteer experience

- Identify the benefits to volunteers, organisations and the community
- Examine the success factors in the project
- Identify learning points and ideas to take forward
- Provide current and prospective funders with an independent review of the progress and benefits of the project.

We have evaluated the project through several routes:

- A questionnaire sent to all volunteers
- One to one discussions with a small set of volunteers with a range of difficulties and experiences – some face to face, others on the phone
- Telephone interviews with a number of organisations who had been involved with the Active Volunteering project
- Face to face interviews with key members of the management team

The evaluation took place from late January till early March 2005.

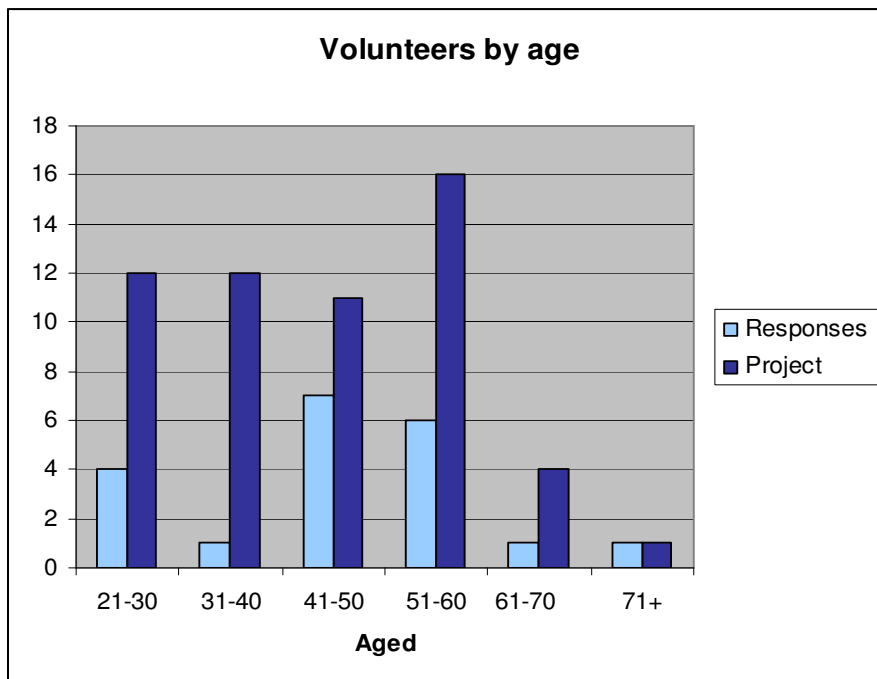
The volunteer perspective

The volunteers

Of the 52 volunteers or prospective volunteers involved in the project who received the questionnaire, 21 responded.

The volunteers who responded to the questionnaire were split almost exactly down the middle in terms of men and women being involved. In terms of the project as a whole, there are more men than women. Their age groups were more varied, but the majority who responded to the questionnaire were between 40 and 60, with one fifth under 30, as shown in Figure/ Table 1 below. When compared with the age range of those registered with the project, those in their 30s were under represented, as shown below.

Figure 1



Age	21-30	31-40	41-50	51-60	61-70	71+	Total
Responses	4	1	7	6	1	1	20
Project monitoring	12	12	11	16	4	1	56

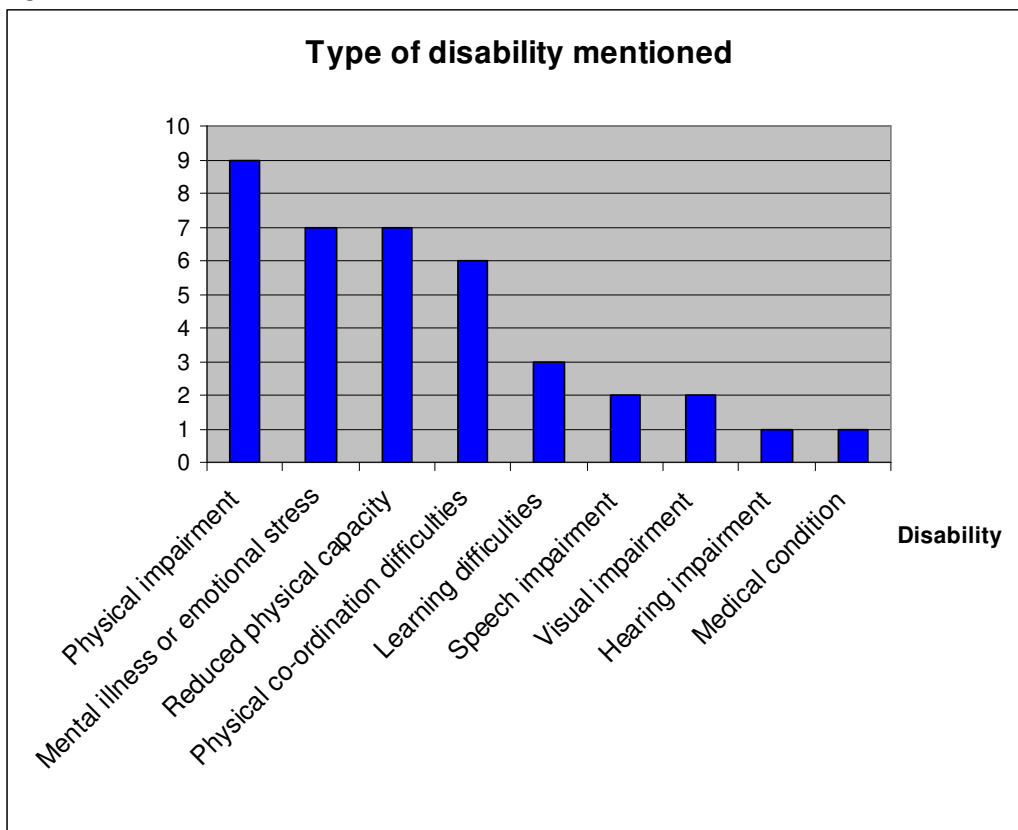
	Male	Female	Total
Responses	11	9	20
Project monitoring	43	29	72

Types of difficulties mentioned

All of those who responded to the questionnaire considered themselves disabled and we also asked whether they experienced any difficulties in daily life. Difficulty walking far was the most frequently mentioned, with 9 mentions, followed by stairs which were difficult for 7 people. Sadly, but perhaps not surprisingly, 4 people mentioned other people's attitudes. Low lighting, lifting, claustrophobia, and depression all got one or two mentions.

We also gave people a list of how other people might describe their impairments. Nearly half (9) indicated physical difficulties, and over one third (7) said they had mental illness / emotional difficulties, as show in Figure / Table 2 below. Respondents were able to indicate more than one type of disability/ impairment.

Figure 2



Physical impairment	9
Mental illness or emotional stress	7
Reduced physical capacity	7
Physical co-ordination difficulties	6
Learning difficulties	3
Speech impairment	2
Visual impairment	2
Hearing impairment	1
Medical condition	1

5 people listed a complex range of difficulties and impairments as shown below:

- Long term illness/ cancer, physical coordination, mental illness
- Speech impairment, visual impairment, Learning difficulty
- Learning difficulty, Mental illness, Physical coordination
- Physical coordination, Learning difficulty, Mental illness, Speech impairment
- Mobility, coordination, Reduced physical capacity

Project monitoring data

Looking at the project as a whole, using data taken from the ongoing monitoring forms, again a wide range of difficulties and impairments are recorded, as shown in Figure/ Table PM1. Physical impairment is again the largest group – especially if those using a wheelchair are also included. 25 people listed other.

Figure PM1 Project monitoring data

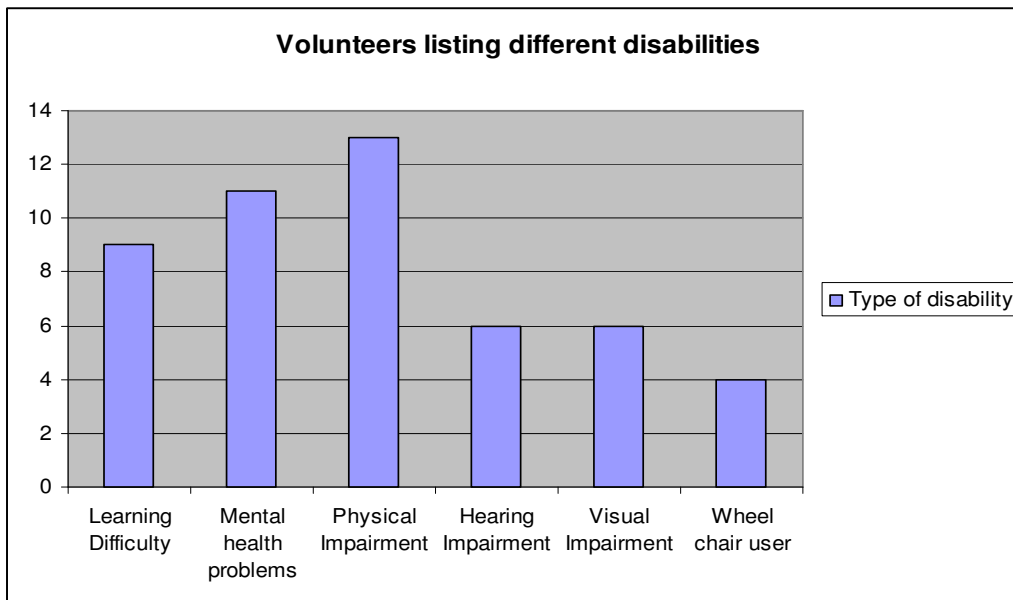


Table PM1: Volunteers listing different types of disability - Project monitoring data

Learning Difficulty	Mental health problems	Physical Impairment	Hearing Impairment	Visual Impairment	Wheel chair user	Other
9	11	13	6	6	4	25

People are also able to list other difficulties not listed on the form, and among those who did so 6 listed epilepsy and 2 mentioned heart conditions. A range of other difficulties such as dyslexia, cancer, speech impairment, dyslexia, MS, Crohn's disease, back problems and RSI, knee operation were all mentioned by one person each.

A wide range of interests

We asked people to list any interests they had, and whether or not they were able to use them in their volunteering. They mentioned a wide range of interests, some of which they felt they were able to use in their volunteering, others not.

The most frequently mentioned were

- Listening / talking with people or socialising with 15 mentions
- Computers with 12 mentions
- Reading and Music each with 6 mentions;
- Walking and DIY/Gardening each with 3 mentions.
- The rest such as theatre, films, yoga, bowling all got one mention.

Experience of volunteering

In this section we looked both at the personal impact and experience of volunteering, and at the more practical aspects of getting involved.

The impact on the volunteer

Disabled people are often cut off from things that the rest of us take for granted – getting out, doing something useful, feeling good about ourselves. Volunteering is seen as providing opportunities for disabled people to experience some of these opportunities. Figures/ Tables 3 and 4 below clearly confirm this assumption.

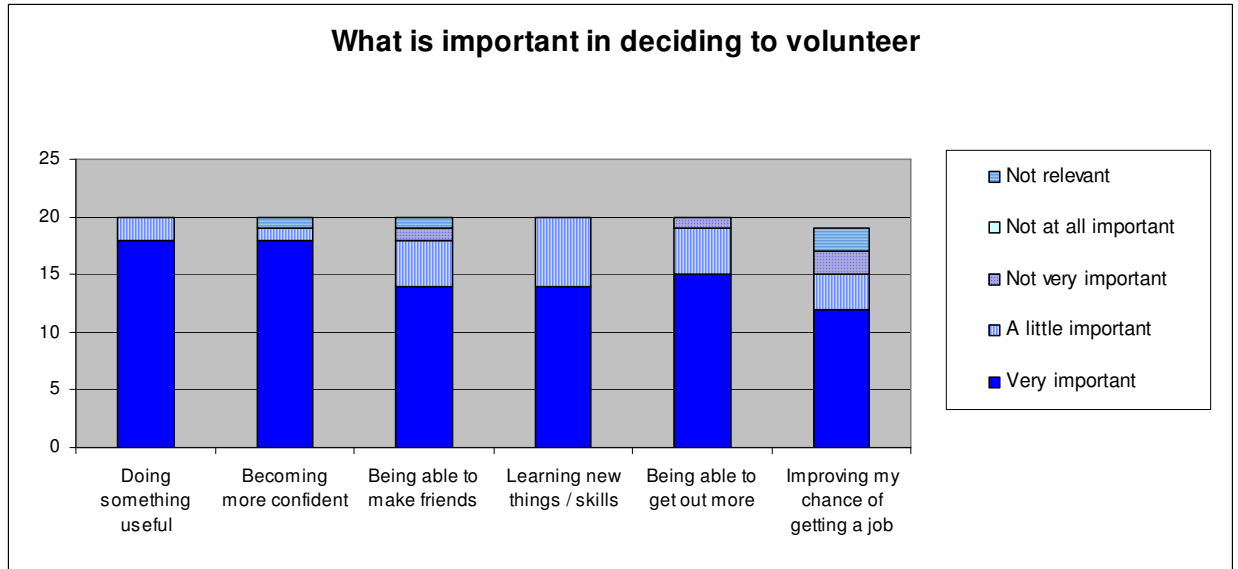
We asked volunteers to indicate the extent to which they agreed / disagreed with six statements commonly associated with general benefits of deciding to volunteer, as shown in Figure / Table 3 below.

The vast majority of respondents strongly agreed with the statements, which in itself is unusual because, generally, respondents tend towards 'agree' rather than strongly agree.

- 'Doing something useful' and 'Becoming more confident' both received nearly 90% affirmation – 18 out of the 21 respondents.
- The lowest response was 60% strongly agree with only 12 people seeing volunteering improving job chances.

This latter response may in part be a reflection of their perception of whether they are likely a) ever to be offered or b) be able to cope with a job. Nonetheless it is still a strongly perceived benefit. That volunteering can help with finding a job is indicated by the fact that some people who started with the project have since gone on to get jobs: they were not included in the survey.

Figure 3

**Table 3: What is important about deciding to volunteer**

	Very important	A little important	Not very important	Not relevant	Total
Doing something useful	18	2			20
Becoming more confident	18	1		1	20
Being able to make friends	14	4	1	1	20
Learning new things / skills	14	6			20
Being able to get out more	15	4	1		20
Improving my chance of getting a job	12	3	2	2	19

We also asked people to indicate if they felt volunteering had ‘changed their lives’ in any way. Again, there was a very positive response, albeit not as emphatic as the one above, with more people agreeing rather than strongly agreeing to the statements. The responses to this question are given in figure/table 4 below.

Figure 4

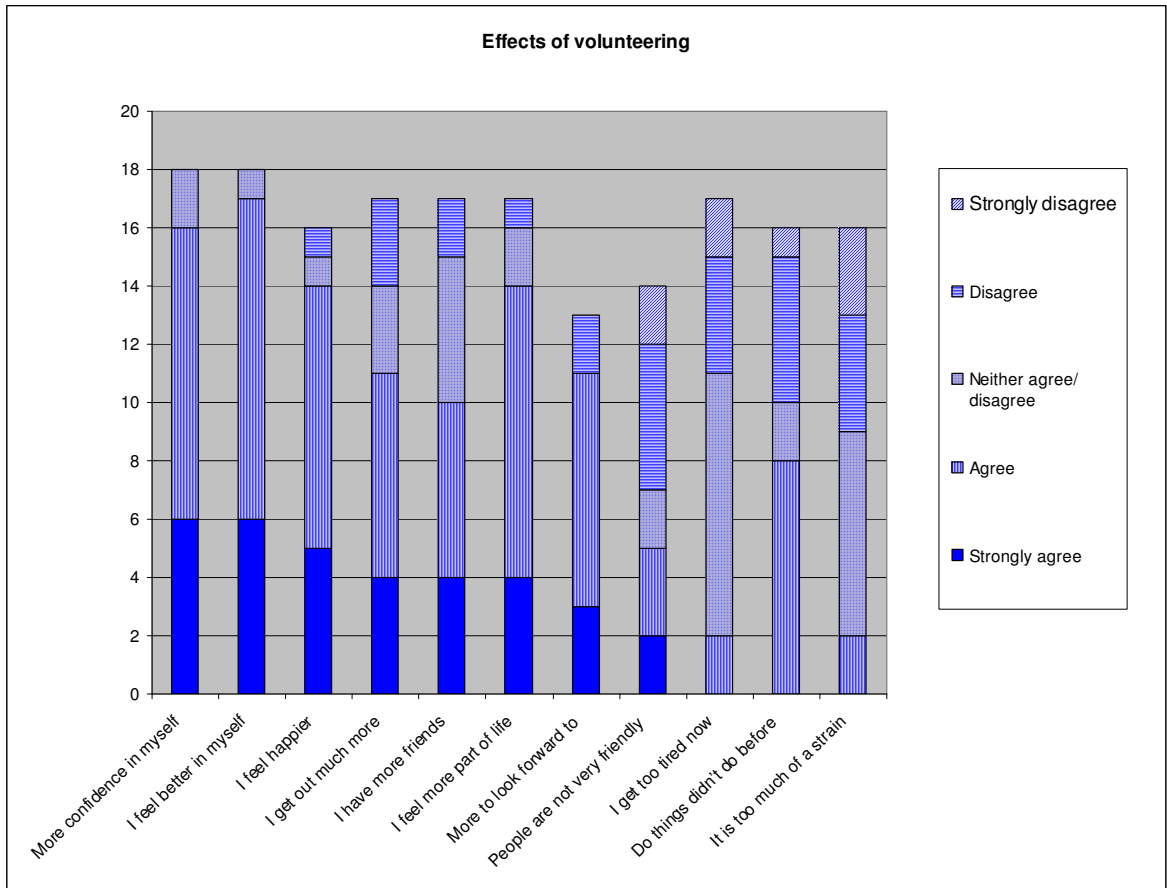


Table 4: How volunteering affects me

	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree	Total
More confidence in myself	6	10	2			18
I feel better in myself	6	11	1			18
I feel happier	5	9	1	1		16
I get out much more	4	7	3	3		17
I have more friends	4	6	5	2		17
I feel more part of life	4	10	2	1		17
More to look forward to	3	8		2		13
People are not very friendly	2	3	2	5	2	14
I get too tired now		2	9	4	2	17
Do things didn't do before		8	2	5	1	16
It is too much of a strain		2	7	4	3	16

In all cases where the potential impact was positive, well over half of those who responded agreed to the impact and in several cases more than four fifths – although the numbers are small – e.g. 16 out of 18 or 10 out of 17.

Figure / Table 4 show these responses; ranked on strongly agree ‘Feeling more confident’ and ‘Feeling better in myself’ are the main effects. Taking the combined Strongly agree and Agree scores, ‘Feeling more part of life’ becomes one of the top 4 effects.

We also asked about some potentially negative effects – ‘Getting too tired’ / ‘Too much of a strain’; only a few people agreed with these as effects, and equal numbers strongly disagreed.

Again, ‘People not being very friendly’ was an issue for 5 people.

There was also an opportunity in the questionnaire to add other comments about the impact and benefits of volunteering and to comment on why people would recommend volunteering to others, which some respondents did. Again, those who commented demonstrated in their own words the impact and benefit of volunteering in their lives. The following is a selection of those comments, with a range of personal benefits; each one is given a respondent number from the questionnaire.

Helping others is rewarding

‘I love doing volunteering because before my life was not as good as now because I was not occupied as I am now’ Questionnaire

‘I feel good being able to help people in the community and get me out of the house from time to time I enjoy my volunteering work’ Questionnaire 12

‘It makes you feel so good inside yourself rewarding helping others’ Questionnaire 13

‘...yes if find the right scheme could help to feel part of life and society satisfaction from helping others.’ Questionnaire 6

‘I is very rewarding helping others and it helps with your own problems’ Questionnaire 19

Increased confidence

‘Has brought me back my self respect and confidence, beats sitting in the flat talking to the walls. It gets you back to meeting people’ Questionnaire 1

‘I have become more assertive now changed my speed I am trying to improve in every way I need a push and understanding’ Questionnaire 11

‘Since I started volunteering I feel better in myself have more confidence in myself.’ Questionnaire 17

'Feel better in myself, much happier more confident in myself in whatever I do. I have been approached by a second radio station and will likely join it as soon as possible it is computerised I have a more go-for- it feeling that I didn't feel before. I have so much to thank Maria for, she has turned my life around in a very short period.' Questionnaire 3

Positive experiences

It is important to note, that even among the positive experiences people still face prejudice and negative responses

'It enables people to feel worthy again Get out of a rut they may be in It could also lead to paid work and we all need that. There is an element of unfriendliness around but I can ignore that unless it becomes too bullying.' Questionnaire 3

'I enjoyed the training even if I found the people less sympathetic when I could not help feeling sleepy. Given a family and enjoy seeing them.' Questionnaire 2

'Last time I tried volunteering it made me feel inadequate demonstrated my lack of confidence and experience' Questionnaire 6

Staying active

' It keeps your mind active and feel you are contributing to society' Questionnaire 21

'Because it is about doing something and being active' Questionnaire 1

' to enable them to be active and get out of the house and contribute to others and feel more involved' Questionnaire 15

In addition to the 21 questionnaires, we also talked with 7 volunteers face to face or on the phone. Again, similar opinions and feelings about the benefits and impacts of volunteering in their lives were expressed, even by one man who was still waiting for 'the right place'. We have arranged these quotes to reflect 'before' and 'after' starting to volunteer, and have numbered the quotes to indicate that different volunteers are being quoted, but also to retain their anonymity.

Impacts and benefits once volunteering

The impacts focus on a range of feelings: pride, confidence, enjoyment of life, being valued.

'Yes it has given me confidence I know that as a person I can make a difference.' Volunteer 2

I am more confident, more zeal to go and live, more out there to be done... want to help people to go through these brick walls, this bureaucracy... more determined to keep hitting on it.... Keep fighting for others...' Volunteer 4

'... it makes me feel really important working for them, doing the same mini buses and I know the drivers too..... they gave me a lovely present at Christmas, some of those Boots cards with money ... it made me feel special.' Volunteer 5

'I feel valued, it feels good. It is important to know they value me, that I am one of their valued receptionists On the days that I come I get up early, get dressed.... enjoy knowing others rely on me....' Volunteer 6

Life before volunteering

The alternative, or how they felt before they got involved is in stark contrast, and reinforces the impact on their lives.

'... I used to go into a lot of depression, sometimes haven't achieved what I could have...' Volunteer 1

'Don't want to be seen as helpless...I was very low... losing your job puts a dent in your armour.... Felt what's the point in carrying on .. want to get out of this house or will go stir crazy.' Volunteer 3 (waiting for a placement)

'I was living on my own, I had no money just DLA and income support but I had a lot of experience..... tried to look for jobs but got no interviews I just got depressed..... my confidence was really low, I felt I am finished...' Volunteer 4

....If I didn't, I'd be stuck indoors, I'd feel dirty a damned good for nothing, now I feel like any other person in society, I feel special I feel important.' Volunteer 5

I had had a nervous breakdown, and was trying to get back on my feet, put the pieces back together again.... I had hit rock bottom, felt very institutionalised ... had to rebuild. Volunteer 6

It is also important for volunteers to feel that they are getting something tangible from the experience.

'If I am giving my time I would benefit from learning something,... something to look forward to regularly, but at first it wasn't like that.... My main intention was to find something to learn, use my brain, my mind so it comes to self development.... I want something challenging.' Volunteer 1

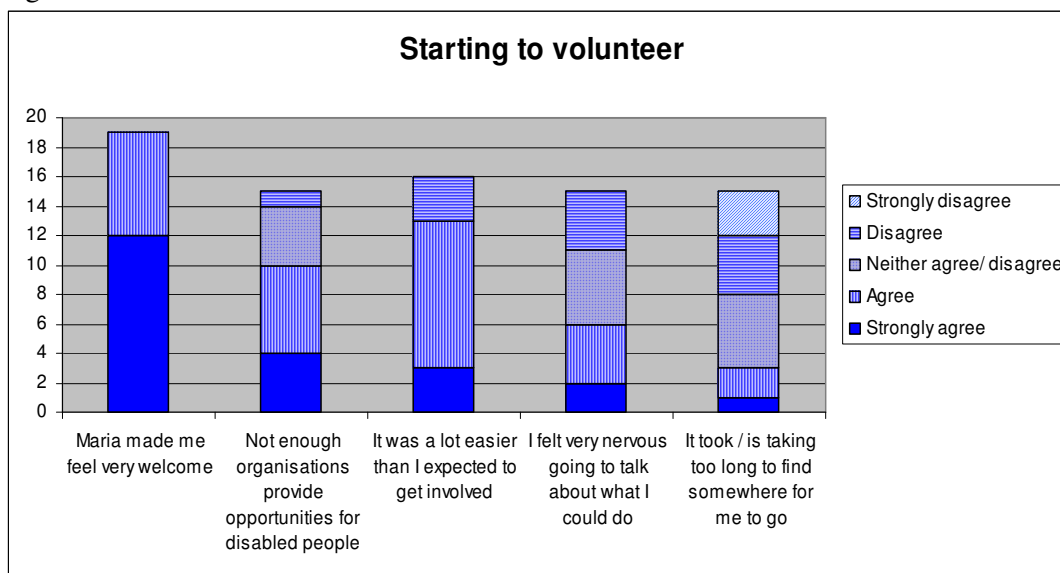
The process of getting involved

The majority of people who responded had very positive experiences of the project so far, even where they had not yet managed to find a placement, as shown in Figure / Table 5.

Everyone agreed that Maria, the project manager, was very welcoming, and two thirds of them strongly agreed with that statement.

The lack of opportunities and willingness to take on people with disabilities is also recognised, with 10 out of 15 saying so. This also ties in with the fact that some – 3 out of 15 felt that it all took too long. This may also be a lack of awareness of process and procedures such as CRB checks.

Figure 5



	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree	Total
Maria made me feel very welcome	12	7				19
Not enough organisations provide opportunities for disabled people	4	6	4	1		15
It was a lot easier than I expected to get involved	3	10		3		16
I felt very nervous going to talk about what I could do	2	4	5	4		15
It took / is taking too long to find somewhere for me to go	1	2	5	4	3	15

13 out of 16 people felt that it had been easier than they anticipated to get involved. 6 out of 15 admitted to having felt nervous about talking with Maria, because of the nature of the conversation / situation, confirming the importance pro-active outreach and a sympathetic, responsive approach.

The personality and welcoming nature of the project manager, Maria, is also commented on in the questionnaires, and is seen as critical to the success of this and any other such project.

Maria is a lovely lady very good and very helpful

Maria worked hard to get my placement, made me feel confident again ... never want to let her down

Thank Maria, she is a little gem, works very hard and deserves any accolades... has a wonderful smile also

Very helpful and understanding people run the project

She didn't look at me suspiciously, I didn't feel judged' Volunteer 7

What the volunteers are doing

The volunteers are involved in a wide variety of activities, which we asked them to list. Reception / admin got 6 mentions; shop work 2; Radio and media 2; helping in a school, agriculture and data entry each got one. Several of them would like to change what they do, with similar kinds of activities mentioned as alternatives and one person liking the idea of starting their own business.

In terms of time, not surprisingly there is a wide range of levels of commitment from up to 2 hours a week to over 6. This small group is contributing upwards of 68 hours per week through their volunteering.

1-2	3-4	5-6	6+	None
3	5	1	6	5
= 6	= 20	= 6	= 36	= 0

Feeling supported

In this section we asked about support, training and how well the placement suited them. Again, responses were very positive.

Help from Active Volunteering was strongly endorsed with 10 of the 13 respondents feel they got all the help they needed. This is further reinforced by 12 people feeling that a lot of care went into finding their placement, and the same number feeling that it suits them well.

Figure 6

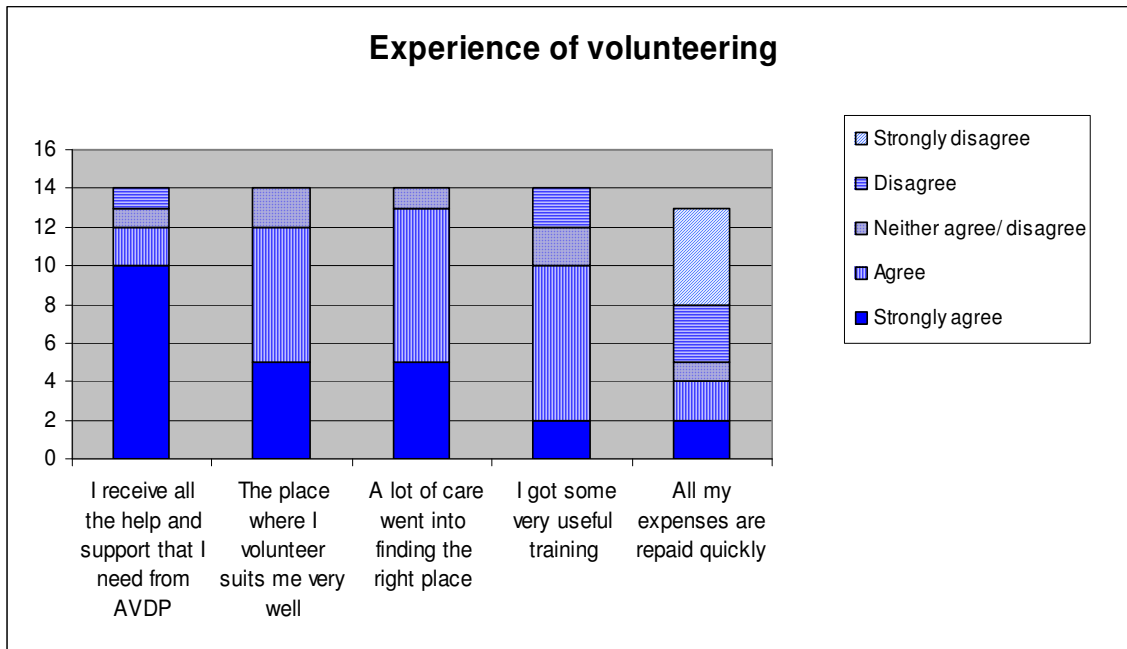


Table 7: Experience of volunteering

	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree	Total
I receive all the help and support that I need from AVDP	10	2	1	1		14
The place where I volunteer suits me very well	5	7	2			14
A lot of care went into finding the right place	5	8	1			14
I got some very useful training	2	8	2	2		14
All my expenses are repaid quickly	2	2	1	3	5	13

Quick repayment of expenses is raised as an issue by 8 people who disagreed with the statement that expenses are repaid quickly. However it is important to point out that:

- Active Volunteering will pay any costs involved in travelling to the initial interview at their offices
- Expenses associated with volunteering placements are the responsibility of the organisation involving the volunteer, not Active Volunteering as the referring organisation
- Many volunteers in the project would like to receive their expenses on the day that they travel / go to volunteer – most organisations pay on a monthly basis which volunteers appear not to like. This may be the source of disagreement with the statement about prompt payment.

- Organisations tend only to repay bus / train fares, NOT minicab costs. This may further discriminate against prospective volunteers unable to travel by public transport. Many of these also need a mentor / support volunteer
- Some volunteers can cope on public transport some of the time, then at other times need a minicab.
- Active Volunteering has a very small 'minicab budget', but not enough to support volunteers on a regular basis.

There were few additional comments so despite the opportunity to comment, but some did say they did not need repayment because they have free travel.

Time delays in finding a placement were can be a problem, especially if a prospective volunteer's confidence is low. However, it is not always easy to find the right placement and managing expectations among volunteers about the time needed to do so is not always easy. Police checks etc also can take time.

'But it has taken so long I think I'm going to chicken out because I've lost some teeth in the meantime and may lose more.... I'm not surprised it has taken so long, you have to find the right thing....' Volunteer 3

'I found my niche by chance.... Was not very happy on reception then mentioned I'd done ceramics at school.... So they asked me.' Volunteer 2

Very careful matching of the person and the role is important, and 1 or 2 volunteers felt that more could be done.

'When I first came I told her about my interests etc but I don't think she matched them up, she didn't look at the details....' Volunteer 6

'...(she said) ... you go there and you decide if you like it... didn't really try to match my skills. Not sure if I would recommend the scheme' Volunteer 1

'I'm perhaps not the best person in an office.' Volunteer 7

'There needs to be more pro-active encouragement to find opportunities and encourage volunteers.' Volunteer 6

The organisation perspective

The project has made contact with a large number of organisation locally in order to raise awareness and generate referrals, identify possible opportunities for volunteers, become part of the local community.

Of those, we contacted 10 organisations locally, 7 of who we were able to talk to at length, which are involved with the project primarily taking on volunteers, but one also referring volunteers.

In order to gauge how experienced they were a) in involving volunteers and b) about disability issues and support needs, we asked each organisation to indicate numbers of volunteers and rate their own 'disability awareness'. Among the 7, 4 involved significant numbers of volunteers – between 11 and 388; 5 felt that they were very disability aware – either because of the nature of the organisation's role and services or personal / professional experience and training.

The organisations provided a wide range of services including: Family / carer support; sheltered housing; Disability related advice / support; hospital; charity shop and job centre.

Support for the project

Everyone we spoke with recognised the importance of the project and wanted it to succeed. They saw a need for it and recognised the potential benefits for everyone.

'The project is ideal... it helps people get their confidence , build up skills... it is an all important opportunity to get a reference, so important for people who have not worked for 10 years ... also they get back into the routine of work, the work habit...' Organisation 2

'Maria is fantastic... such a nice lady... aware of what's needed.'
Organisation 4

'... a wonderful project and I hope we can work together more.' Organisation 5

'... the project is important and valuable... am delighted it is happening really want it to succeed, it is making a valuable contribution.' Organisation 7

'An amazing project, I do hope people will use it...' Organisation 3

Contribution from volunteers

The volunteers who were placed with the various organisations were, with one exception, valued and important members of the team, making a similar contribution to all the others.

'Yes we use lots of volunteers and the one from Active Volunteering is fine, an important part of the organisation.' Organisation 5

'... is easily as good if not better than our other volunteers'. Organisation 4

Where relevant and necessary, they had undergone the same training as anyone else and were succeeding in their roles.

Better matching and communication

Two organisations felt that at times there were problems with finding the right person for the role, that finding A placement was sometimes more important than finding the right placement.

'Too much enthusiasm and not enough care and follow up... feel there was a need to get bums on seats... we needed someone to answer the phone and he had no phone experience' Organisation 7

'We are not a charity, we have roles we need to fill need the right person... it isn't about numbers.' Organisation 1

Once volunteers were placed, none of the organisations felt that they had received much further contact, communication or support from the project – although many also said that they were aware that they could phone if need be.

'... we didn't need any help, but knew she was at the end of the phone.'
Organisation 6

Not sure how much support she is getting, real volunteer management I get the feeling that it's a bit of 'I've done a course'. Organisation 1

In one instance the lack of matching and poor communication was seen to have led to a breakdown of the placement. Despite this, there was still strong recognition of the value of the project although reservations about being closely involved again.

'...they just pulled out the volunteer... we had no chance to do an exit interview, or even say goodbye, it felt very awkward.' Organisation 7

Training and awareness

Disability awareness and understanding of the support needs, difficulties and challenges facing people with disabilities and/or impairments is critical to the success of projects involving people with disabilities.

The involvement of DAbB as one of the partners has ensured that the project manager and all others involved directly in the team are sufficiently aware of issues which need

to be addressed; RSVP's training also addresses some of these issues. Maria's location in DAbB's offices also ensures that she receives adequate training and support in working with people with a wide range of disabilities.

As already indicated, most of the organisations, which are involving volunteers from the project, when asked during interview considered themselves to be familiar with issues around disability and experienced in working with disabled people. However, that may not always be the case.

Disability awareness training for support volunteers is not at present in place, but will be needed in the long term if more dependent and more disabled people are encouraged to get involved, and therefore need support in situ beyond that which the organisation themselves can supply. There has, as yet, been only one case where a support volunteer was involved, and unfortunately it was not a great success, further reinforcing the need for training both in disability awareness and how to enable and support others.

The management perspective

The third part of the review was the management perspective. We spoke with Denise Murphy, Director RSVP; Karen Hamilton, RSVP London Development Manager; Bill Ibbotson, RSVP Co-ordinator Barnet & North London; Maria Reguera, project Development Officer, Active Volunteering for Disabled People. From these discussions, a number of themes emerged around the dual management / partnership, critical success factors and issues for the future. The background and history of the project and issues relating to that were discussed earlier.

Dual management / Partnership

Maria is very much part of both organisations, but is based in and employed by DabB. Jaspal Dhani of DabB is her line manager, and Maria reports back to a steering group, made up of representatives from both organisations, once a month. CSV's RSVP provide the financial management for the project.

The partnership was seen as a significant strength, providing 'the best of both worlds' in terms of a local face through DAbB and systems and support such as training and PR through CSV's RSVP. Everyone thought that it worked well and that there were 'no cracks in the system'.

The steering group provides a useful focus, but the agenda was felt often to be 'too rushed and too full' for lengthy discussion.

Critical success factors

People and positive attitudes

There is, as one person described it, a 'passion for the project' throughout the team, a determination to make it work, which is essential.

The project Development Officer is regarded as a major asset, and key success factor – her initiative, attitude to the project, commitment and energy, and work ethic were all mentioned. She is seen as approachable, flexible and her willingness to accept anyone reflects CSV's own open door policy, with regard to volunteers.

There is a commitment on both sides of the partnership to make it work, with both senior managers' 'make it so' approach contributing to the effectiveness of getting things up and running. Both sides of the partnership are also willing to listen and learn from the other.

Decision making is in situ, not delayed till 'the next committee meeting.'

Bill Ibbotson, who is the RSVP Co-ordinator for Outer London North and a volunteer himself, was an early champion of the project. His enthusiasm was critical to getting

the project started, and to setting up the partnership with DabB, who were fortuitously looking to expand their horizons when he approached them.

Credibility

Both organisations bring significant levels of experience and credibility: DabB as a local organisation in the field of disability rights etc, and CSV's RSVP as a major player in the field of volunteering, nationally.

DAbB's local face, local connection and reputation enable the project Development Officer to open doors, but also provide essential knowledge and support around disability related issues.

Materials and publicity

The publicity materials combined with the PR the project has been able to attract have been very important. Publicity includes items in local newspapers; ITV London; The DabB newsletter which goes to 600 people; Leaflets in doctors' surgeries etc; talks at colleges. Sadly, the original high profile launch got cancelled because of a clash with an unforeseen event in the venue.

Maria has also 'won' 100 hours of free publicity support from Fox Murphy, which she aims to use to improve and increase PR and publicity.

Indicators

The project has exceeded its targets in terms of numbers of volunteers enrolled in the first year – although not all are placed. In fact, the project has had to stop recruiting for a while, while more placements / opportunities can be found.

The range and complexity of impairments indicates the open door policy in action.

The placements are moving 'outside the field of disability', i.e. to organisations who are not directly involved in supporting disabled people.

Issues

Funding and sustainability

The project currently has funding only until the end of year 2. Both organisations took what they regarded as a calculated risk in starting without full funding, in order not to lose the momentum that had built up. It is hoped that this evaluation – for which outside funding was also impossible to raise – will assist in the fund raising process.

Admin support

Maria has very little administrative support. Two factors are key: lack of funds to pay someone; lack of space to enable a volunteer/ volunteers to come into the office to help out.

Active Volunteering is, as one person said, 'an organisation in itself' and has all the administration that goes with it.

DabB want to move office, where there will be more space, but are unable to find a tenant for the existing office / lease. This is proving a major constraint for the sound development of the project.

Targets and line management

The targets for this project are significantly higher than targets for other existing / long running RSVP projects in London. The other projects also appear to receive more formal support from the RSVP London co-ordinator, who is their line manager; whereas she has a less formal role in providing support to the Active Volunteering project.

Targets, although important, can give a feeling of pressure, that quantity is more important than quality. There is also a danger of placing / taking on the 'easy ones' i.e. those more likely to find a place.

Volunteer support

Providing adequate support to volunteers is dependent on knowing what support needs they may have: disclosure at interview is an issue. Some people will put the nature of their impairment on the enrolment form, others who declare that they do not consider themselves disabled on the forms. Some then admit when talking with the project Development Officer the nature of their disability, but ask a) that it should not go on their forms and b) not be mentioned to other organisations. Fear of discrimination, based on previous experience is the usual cause of this reluctance to disclose disabilities, but we have not been able to assess this. Most people who filled in the questionnaire listed a range of impairments and difficulties.

Some volunteers also under estimate their own abilities, say they do not need support at interview or on the phone, when they probably could benefit from it; then at interview they are very shy/ unforthcoming and fail to get the opportunity. Again, this is likely to be linked to a reluctance to define themselves as disabled.

The need for practical support for transport, especially mini cabs, is another issue. Some volunteers need such help occasionally, others may need it more frequently. Funds for taxis are very limited.

More support volunteers, who can accompany and enable a disabled person either initially or on an ongoing basis, are needed. However, this is an unusual role and people may be reluctant to play a 'support role' rather than be the person who does the actual volunteering. Training and disability awareness issues are also critical here, as indicated by the example of the failed placement discussed briefly above.

There are at present no follow up meetings / visits with volunteers once placed, although some phone calls and emails; nor are there any 'volunteer meetings' to bring together volunteers to talk with each other and support each other.

There is at present no clear procedure for exit interviews: volunteers sometimes just leave and don't say anything.

Organisation support

There is no funding to provide disability awareness training and support directly to organisations which might need it. There are few resources to provide active ongoing support to organisations.

Some organisations are far more cautious than others, but often people raise health and safety issues, or lack of reliability as 'practical issues' possibly masking reluctance.

One of the organisations we spoke with had, unfortunately, had a bad experience with a volunteer from the project, and the placement failed. The situation highlighted the need for regular follow ups and communication to ensure everything is running smoothly for all concerned and to have time and opportunity to change things if need be.

Dual management / partnership

Although there are major benefits to the partnership, a lack of clear boundaries surfaces at times, and there are concerns about perceptions e.g. about work times and holidays, and who to consult / inform about different things.

BVSC

Since the closure of the Volunteer Bureau in Barnet, the Barnet Volunteer Services Council has been asked to look at and review local needs. As two people said, 'Ideally, Active Volunteering should come within the funding of any new local volunteering provision and support. It is such an important and locally oriented project.'

Conclusions

An excellent project with major benefits to volunteers

- The project has had a hugely successful first year, setting up the partnership, finding the project manager, developing materials, exceeding targets on volunteers etc.
- The enormous personal and social benefits to the volunteers in terms of their sense of well being, greater confidence and social inclusion speak for themselves.
- The benefits to volunteers clearly demonstrate the importance of this project and the need for it to become a sustainable and established part of the local community.
- The ‘before and after’ comments by volunteers indicate the potential knock on benefits for local services in the longer term and the contribution to a range of government policy areas on social care, health and social inclusion.
- This small group of 15 volunteers is already contributing in the region of 68 hours per week. That contribution is recognised and valued by the organisations involving them, and demonstrates the potential contribution of those ‘denied access to life’ and who are traditionally seen as dependent and only in need of care. More projects such as Active Volunteering need to be established to enable this group of people to participate both in volunteering and thereby the life of their communities..
- The project is universally valued by all the organisations in contact with it. It is seen as making an important and valuable contribution.
- The range of interests listed by volunteers and their openness to using these in their volunteering indicates further potential to develop new opportunities such as befriending schemes.
- The positive, ‘make it work’ / problem solving attitudes and the personalities of the key staff members involved in the project are critical to its success. As is their ‘passion for the project’.
- The project manager, Maria Reguera, is universally regarded by volunteers, management and organisations as a major asset to the project. Her initial inexperience in terms of volunteer management or disability related services have been far outweighed by her having the right attitudes, personality and communication skills.
- The expertise which both partner organisations bring as local / disability experts on the one hand and national / volunteering experts on the other provide two very important sets of skills and input to the success of the project. Both are essential.

Sustainability and funding

- The two organisations took a calculated risk in starting without three full years funding: the success of the first year validates that decision, but finding not only short term funding for the remainder of the pilot, but longer term options for guaranteeing its existence is now critical.
- The lack of adequate admin support, paid or voluntary, needs to be addressed as a matter of urgency. The lack of funding on the one hand and the lack of space within the office on the other are placing major constraints on the future success of the project.
- Despite significant efforts by RSVP fundraisers, the project remains underfunded and this evaluation which can demonstrate its success was resourced by CSV as an emergency response.

Quality not quantity must remain the focus

- The project has been extremely successful in recruiting and placing volunteers. However, there is a danger that the targets and other pressures may encourage a bias towards numbers rather than quality: it must not. Finding the right person, for the right opportunity for the right organisation is critical, and must remain central.
- Most of the organisations recognised that Maria 'was on the end of the phone if needed', and this was valued. There was, however, little formal liaison and follow up with either volunteers or organisations involving them once they were in place. Lack of funding and wider admin support in part prevent this happening at present.
- The one 'bad experience' so far, demonstrates the need for attention to detail in matching volunteers, roles / opportunities and organisations; ongoing support, training and better communication. It also provides an important opportunity to learn from any mistakes.
- The pressure to place people is understandable, and comes not only from targets, organisations but also from the need to respond to potential volunteers quickly before they lose confidence, interest or energy. Finding other ways to involve and support them is therefore important.
- Finding the right support volunteers is difficult, but essential. Disability awareness training is an essential part of this.

Recommendations for years 2 and 3 of the pilot project

1. Continue the hunt for adequate funding. Explore local funding options through the BVSC, and possibly even joint funding through social care and health and Job Centre plus in light of the potential benefits to them in the long run.
2. Find a way to resolve the space / admin issues
3. Capacity build and reduce costs simultaneously for long term viability and by using the RSVP model of volunteer management and co-ordination to develop a network of able volunteers as local coordinators.
4. Continue developing the referral and active outreach to recruit more volunteers, especially those with low confidence.
5. Strengthen matching procedures for placements
 - a. Get more detailed information about volunteers, their skills and interests, preferences and any difficulties they have
 - b. Research opportunities in more detail, especially core / essential skills
 - c. Accompany volunteers to the interview where ever possible
 - d. Allow the organisation to interview and decide about the suitability of volunteers
 - e. Only place where the fit is good.
6. Provide more ongoing support to organisations and volunteers
 - a. Manage volunteers' expectations
 - b. Provide support at interview, 'train' the volunteers in interview process and follow up immediately both with the organisation and the volunteer
 - c. Make regular / weekly follow up calls on the phone with participating organisations at the outset, followed by less frequent calls once established.
 - d. Provide direct support where necessary to the volunteer / organisation in question
 - e. Provide details of support needs and /or practical advice to other volunteers / staff members in the organisation on how to work effectively with and support the volunteer.
 - f. Ensure effective 'exit procedures' so that if volunteers stop for good (e.g. got a job) or not so good (not happy) the success can be recorded, or the lessons can be learned and all parties feel supported.
7. Develop more contact between volunteers such as events, small group outings, training etc to encourage those who are waiting for a placement as well as provide opportunities for them to see the value and potential of volunteering and continue to support those in placements,

8. Build on current successes and deepen relationships with existing organisations - several expressed an interest in taking on more volunteers.
9. Explore local colleges and sixth forms offering health care, psychology, child care etc courses – NVQs, GCSEs or A levels, as sources for support volunteers. Students may need and welcome opportunities for ‘work experience’, and college staff may be very willing to help with assessments and references etc.
10. Provide disability awareness training for all support volunteers.
11. Continue pro-actively to raise the local profile of the project, and to widen the range of organisations involved.
12. Develop more pro-active volunteer recruitment approaches to reach and encourage the ‘nervous, the difficult to reach, and the ‘disheartened’, who may well not be able to come forward alone. E.g. alliances with mental health teams, talks in day care centres and to disability related support groups locally.

Learning points for future projects

The learning points set out here, are in many respects Critical Success Factors from the project combined with the recommendations for the next phases of this project. We have set out the learning points / recommendations for future projects in line with a project development process. Not all aspects of setting up a project are touched on, but those that are not specifically mentioned also need attention.

These recommendations are built on the experience of the participants in the project, and reflect the perspective on an organisation placing volunteers – as the Active Volunteering project is doing - rather than simply recruiting volunteers for involvement in their own organisation. All are still relevant but may need adapting slightly.

Set up phase

A champion

As with almost any project, in the early stages there needs to be a champion, someone who is committed to the idea who is willing to galvanise wider support, management time to discuss and begin the process of costing or outlining the pros cons and potential benefits to the organisation.

Recruiting disabled people as volunteers effectively and in significant numbers will not 'just happen'.

A can do attitude

Recruiting significant numbers of disabled people as volunteers needs a positive, proactive approach, a willingness to take risks, and a 'can-do' attitude, both from the senior management and the project leader / team.

Setting the process up as a separate project, with its own manager/ project leader, resources, targets, time frames etc, make it more likely to happen, because it is being given the same focus and attention as other projects.

A collaborative venture has advantages

If your organisation is not skilled or very experienced in working with disabled people, an alliance – as in the case of Active Volunteering between RSVP and DAbB - is a useful route forward.

An organisation with the relevant disability related skills, understanding and reputation will create reassurance on many levels for both organisations, volunteers and project management.

It also ensures ongoing access to advice, disability awareness training etc.

The project manager

The personality / inter-personal skills of the project manager are very important. It needs to be someone who is well organised but also very approachable, friendly, reassuring and outgoing, able to work with all sorts of people.

Resources

As with almost any volunteering project, resources will be at a premium and probably need specific fund raising for the money involved. The critical aspect is that more time and financial resources will be needed than in most volunteering projects, and this should be allowed for and budgeted for in any bids etc.

Recruitment will be more time consuming – with more encouragement, support and discussion needed than the average

Volunteer transport costs are often higher because of the need for mini cabs for those unable to use public transport. Many organisations taking on volunteers will often not reimburse taxi fares, which can become an immediate barrier to volunteering for many of this group.

Organisation support and disability awareness training may also be needed to help those working alongside the volunteer to understand about the individual's needs, how their impairment might affect them, how they can best help.

Recruitment

Open door policy

Recruiting people with disabilities needs a pro-active approach. An inclusive, open door policy which welcomes and encourages all potential volunteers is fundamental to success.

Pro-active recruitment

Good, accessible materials, such as those developed for the project – in various formats, using positive language, is just a starting point. Talks with and links into organisations where disabled people might go including - day centres, Job Centre

Plus – especially the Disability Advisers, local support groups and mental health organisations help to encourage people.

As much detail as possible

Establishing what support a disabled person may need in a volunteering position is important, but not always easy. People are not always comfortable disclosing information – for a whole range of reasons. Encouraging them to do so helps to find an appropriate placement and set up a support programme where needed.

When interviewing volunteers, find out and put on record as much as possible about their interests and experience – these may lead to new, and unexpected opportunities.

Placements

Detailed matching

Accurate profiles of the volunteers and the volunteering opportunity will ensure as effective a match as possible. The right match that succeeds is always best.

Support at interview

Providing as much preparation for and support at an interview as possible, improves success. People may be reluctant to have someone come to an interview with them, but preparation and practice for an interview is a very practical and useful second best.

Follow up after any interview is also vital either to establish whether it was successful and any further information etc that may be needed, or to understand what went wrong if it was not successful and so learn from it.

Liaison with the organisation / department

The detailed matching process will have helped build some contact with any organisation, but it is also important in the run up to and immediately after interview to make contact.

Arrangements around start dates, times, commitments support etc can all be finalised then too. As with the volunteer, in the event of an unsuccessful interview, lessons can be learnt.

Disability Awareness

Organisations taking on a disabled person as a volunteer which are not involved with disability issues or services, may need advice and training in how best to help, enable and support someone so that all staff and volunteers working along side the new volunteer are aware and also supported.

Regular follow up and reviews

In the early stages of a placement it is important to keep in touch so that any difficulties can be ironed out as soon as possible. In some cases it may be necessary to accompany the volunteer for the first few sessions to help them learn the ropes if no-one else is available to do that.

Once a volunteer is well established, regular catch up calls to keep in touch both with the organisation and the volunteer will again avoid any build up of difficulty.

Support volunteers

Some people with disabilities may need someone with them all the time. Recruiting volunteers to this role may be difficult. Likely sources for such volunteers may be colleges where students studying psychology, social work, child care etc may welcome an opportunity to get some positive experience which they can include on their CVs.

Again, training in disability awareness and how to support and enable someone who is volunteering is important.

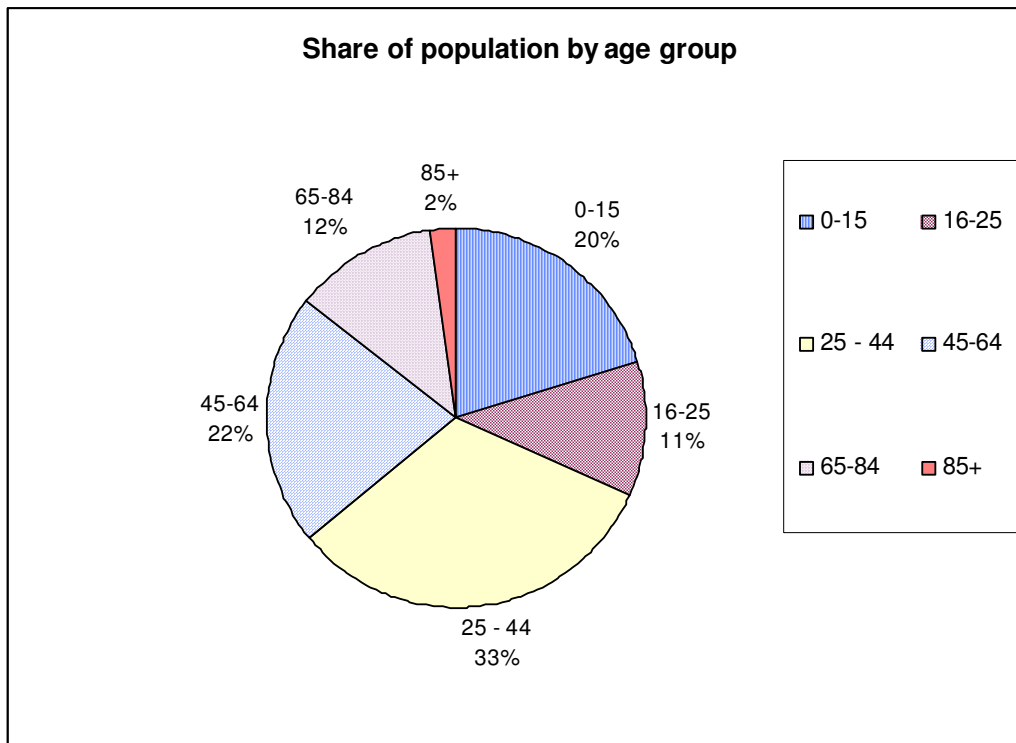
Exit interviews

When a volunteer finishes in a particular placement, exit interviews with the organisation / department and the volunteers – and support volunteer if there was one, can provide vital information about what went well or not so well, what they would change, what would have helped.

Appendix 1 Background information on Barnet

The following data has been adapted from the Barnet website facts and figures to show the context of the project.

Population by age group: numbers	
0 - 4	20,215
5 - 6	12,442
8 - 9	8,098
10 - 11	19,288
15	3,713
16 - 17	7,733
18 - 19	6,642
20 - 24	21,782
25 - 29	27,177
30 - 44	74,980
45 - 59	54,231
60 - 64	12,769
65 - 74	22,809
75 - 84	15,626
85 - 89	4,596
90 & over	2,463



Barnet: households by dependents		
	Number	%
All Households	126,944	
With adults in employment + children	6,627	5
With adults in employment: no children	33,008	26
With dependent children all ages	39,180	30
With dependent children ages 0-4	15,875	12
With 1 or more person with limiting long term illness	36,097	28

Population by ethnic group	
	Number
All People	314,564
White: British	188,301
White: Irish	10,545
White: other	34,002
Mixed: White Black Caribbean	1,670
Mixed: White Black African	1,590
Mixed: white and Asian	3,218
Mixed: Other mixed	3,030
Asian or Asian British: Indian	27,130
Asian or Asian British: Pakistani	3,965
Asian or Asian British: Bangladeshi	1,448
Asian or Asian British: Other Asian	6,252
Black or Black British : Caribbean	4,113
Black or Black British: African	13,651
Chinese or other ethnic group: Chinese	6379
Other Ethnic Group	8,155

Population by health and care provision	Number
Barnet Total	314,564
People with limiting long-term illness	
All	45,948
People of working age	20,004
People's General Health	
Health was good	228,058
Health was fairly good	63,568
Health was not good	22,938
Provision of unpaid care	28,171
Of Which 1-19 hours per week	20,440
20-49 hours per week	3,128
50+ hours per week	4,603

Appendix 2 The Questionnaires

Postal questionnaire for volunteers

Hello, My name is Sheila Moorcroft. I am a professional researcher, doing some research for CSV's Retired and Senior Volunteer Programme (RSVP) because they would like to find out how you feel about volunteering and your experience so far with Active Volunteering by Disabled People.

Please take a few minutes to fill in the following questionnaire. If you need someone to help you with the questionnaire, that is fine, as long as the ideas are yours.

I shall also be contacting a small number of volunteers and people waiting to volunteer to talk with them in more detail. Maria Reguera will contact you to ask you if you are willing to talk with me.

No one from Active Volunteering will see your answers, and your name will not be shown to anyone. All the answers will go into a report, a copy of which will be available if you would like to see it.

When you have finished the questionnaire, send it back to me in the stamped addressed envelope provided,

Many, many thanks for your help. Your answers will help Active Volunteering improve what they do for you and other volunteers.

Sheila Moorcroft
Research for Tomorrow, Today,
PO Box 37814

London SE23 2WU

Section A Can you tell me a little about you?							
1 How old are you, please tick one of the following age groups							
Age	16-20	21-30	31-40	41-50	51-60	61-70	71+
2 Gender Please tick one			Male?	Female?			
3 Things you find difficult.							
3a) Are there particular things that you find difficult in daily life and could find difficult at any volunteering opportunity? E.g. steps, low light, people's attitudes, walking far. Please describe briefly							
3 b) Were you asked about these when you talked about volunteering? Please tick one Yes No							
4 We all do things we enjoy and are good at doing. Which interests and activities do you enjoy e.g. listening to people; computers; knitting; typing. List as many as you like.							
4a) Activities and interests I enjoy							
4b) Are you able to use these in your volunteering OR 4c) Do you hope to use these in your volunteering							
4b) Yes		No		4c) Yes		No	

5 a) Do you consider yourself to have a disability? Please tick one		Yes	No
5 b) If Yes, Which of the following terms do people use to describe your disability / difficulties? Please number them if you have more than one area of difficulty, showing the MAIN difficulty first.			
Deaf / Hearing impairment		Blind / Visual impairment	
Speech impairment		Physical / Mobility impairment e.g. arthritis	
Severe disfigurement		Medical condition e.g. cancer,	
Physical co-ordination difficulties (e.g. problems using your hands, muscular control e.g. incontinence, epilepsy, cerebral palsy)		Reduced physical capacity (includes severe pain; lack of strength, breath, or stamina e.g. from asthma, heart problems or diabetes)	
Mental illness or emotional stress (both short and long term difficulties)		Learning difficulties (includes the mental ability to perceive the risk of danger)	

Section B About your experience of volunteering so far

6 Listed below are some of the things people say are important about wanting to volunteer. Which of the following were important for you in deciding to volunteer, please tick each statement in one of the columns to show how important they were. Please answer even if you are still waiting.					
	Not at all important	Not very important	A little important	Very important	Not relevant
a) Being able to make friends					
b) Doing something useful					
c) Improving my chance of getting a job					
d) Learning new things / skills					
e) Becoming more confident					
f) Being able to get out more					
g) Experiencing the world of work					
h) Other Please describe					

7 Are you already volunteering? Please tick one		Yes (Go to 7a)		No (Go to 7c)	
7a) If you are already volunteering, what do you do? Please describe briefly					
7b) Would you prefer something different?		Yes	No	If yes, what?	
7 c) If you are not volunteering yet, what do you hope / would you like to do? Please describe briefly					
8 How much time do you spend volunteering each week? Please tick one	1-2 hours	3-4 hours	5-6 hours	6+ hours	None/ not volunteering
9 If you are volunteering, do you agree or disagree with the following statements in regard to your experience so far					
	Strongly agree	Agree	Neither agree/ disagree	Disagree	Strongly disagree
a) I receive all the help and support that I need from Active Volunteering by Disabled People					
b) All my expenses are repaid quickly					
c) The place where I volunteer suits me very well					
d) A lot of care went into finding the right place					
e) I got some very useful training					
f) Any thing else you would like to say here?					

10 Below are some statements that people make about the process of starting to volunteer. Which do you agree with in connection with your experience of trying to / or starting to volunteer? Please tick each one showing how much you agree or disagree

	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree
a) It took / is taking too long to find somewhere for me to go					
b) It was a lot easier than I expected to get involved					
c) Maria made me feel very welcome					
d) Not enough organisations provide opportunities for disabled people					
e) I felt very nervous going to talk about what I could do					
f) Anything else you would like to say here?					

11 Has volunteering 'changed your life' in any way? Below are some effects people say they experience when they volunteer. Which do you agree with in connection with your experience of trying to / or starting to volunteer? Please tick each one showing how much you agree or disagree

Since I started volunteering	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree
a) I feel better in myself					
b) I have more confidence in myself and my abilities					
c) I get too tired now					
d) I get out much more					
e) I do other things (apart from volunteering) that I didn't do before					
f) People are not very friendly					
g) I have more friends					
h) I feel more part of life					
i) I feel happier					

j) It is too much of a strain					
k) I have more things to look forward to					
l) Are there any other effects for you personally? Please describe					

12 Would you recommend volunteering to other people Please tick	Yes	No
Why? OR Why not?		

13 Is there anything else that you would like to say about volunteering, its affect on you and your life, or the process of getting involved?

Please describe

Thank you very much for taking the time to fill in the questionnaire.

Questionnaire / discussion guide for telephone interviews with organisations

Questionnaire for organisations taking on volunteers with disabilities through Active Volunteering project						
1	What is the name and address of your organisation					
2	What is the role of your organisation / what services does it provide etc					
3	What is your role within the organisation					
4	How large is your organisation	No of employees			No of volunteers	
5a	How would you describe your organisation's knowledge, experience and understanding of issues around disability,	Expert	Very familiar	Average	Below average	Very low
5b	Services for people with disabilities	Y / N What services / disabilities				
5c	Have several staff who are disabled	Y / N Nature of disability / role				
6	Is your organisation involved in using volunteers in your day to day work on a regular basis	A lot	A little	Average	Not very much	Not at all
7a	When you were approached by CSV's RSVP about taking on a volunteer with a disability, what concerns / issues did that raise for you / your organisation?					
7b	Did these become a problem or did they go away?	Y / N in what way?				
7c	What support does the volunteer who works with you need? Who provides it?					
7d	Have they needed training, What? / who provided it?					

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7e	Thinking about the support you receive from RSVP which statements apply					
		Strongly agree	Agree	Neither	disagree	Strongly disagree
	We get all the help we need from RSVP					
	RSVP provided a lot of practical help and advice at the outset					
	They are always on the end of the phone if we need them					
	They have given us very little active support since the volunteer started					
8a	Thinking about the role of the volunteer in more detail What does this volunteer do for you?					
8b	How does this compare with other volunteers?					
8c	How often / many hours does this volunteer come?					
8d	How does this compare with other volunteers?					
8e	We have had to invest too much time and effort in training and supporting this volunteer	Strongly agree	Agree	neither	disagree	Strongly disagree
8f	We are very pleased with contribution of the volunteer					
8g	The volunteer has become an important part of the organisation					
9	Would you take on more volunteers with disabilities What would make a difference / make it easier for you to include other volunteers with disabilities	Y / N Why? / Why not?				
10	Have you any other comments					

Thank you very much indeed for your time

Volunteer Face to face discussion guide

A portrait of you

- 1 Name, age, living circumstances, Family, Friends and contacts
- 2 Background, experience, interests, activities
- 3 How describe self / circumstances

Ease / difficulty getting around / doing things / how disability affects life

Level of independence use public transport, live alone,

Attitude of mind

Health and well being

Energy / get up and go

A snapshot of your volunteering experience

- 4 Volunteering so far.. Practical
 - Where heard
 - How found interview
 - First time
 - What doing/ done / going to do
 - Do you need / get/ would like help
 - Ditto Training
- 5 Volunteering - impressions / feelings
 - What hoped for / enjoy
 - what good / not so good
 - What worried before – still? Since? E.g. benefits, coping
 - what would change / do differently / help
- 6 How would you describe effect on you / your life/ how you feel?
 - For better / worse/ in what way
 - Would you encourage others?
- 7 Anything else?

Appendix 3

Organisations Active Volunteering has contacted

Organisations contacted by Active Volunteering

Advocacy in Barnet
Age Concern Hendon
ATS Training (Jobsearch by Design)
Barnet Carers Centre
Barnet Community Transport
Barnet Garden Project
Barnet General Hospital
Barnet Gingerbread
British Red Cross (Harrow)
Cancer Research UK Shop (North Finchley)
Cherry Lodge Cancer Care
Chicken Shed Theatre
Citizens Advice Bureau (Finchley)
Community Focus
East Finchley Neighbourhood Contact
El-Shaddai Foundation
Finchley Memorial Hospital
Flightways Resource Centre
HAWA (Horn of Africa Womens & Children Assoc)
Homeless Action in Barnet
Home-Start Barnet
Hospital Radio Barnet
IPOP
Jacksons Lane Theatre
Jewish Blind & Disabled (Mill Hill)
Jewish Museum
Kith and Kids
London Network Radio at the Whittington
MENCAP Barnet
Metropolitan Police
National Autistic Society
North London Hospice
One Stop Shop
Piawand Afghan Association in Barnet
Readability, London North West Branch
Royal Air Force Museum, Hendon
Samaritans
Stepping Stones
Talking Newspaper, Borough Barnet
Tamarisk Trust
The Food Chain
Tottenham Hotspur Football & Athletic Co. Ltd.
Victim Support
Watling and Grahame Park Credit Union Ltd

Appendix 4 Profile of all volunteers

The following tables are based on data taken from the monitoring forms that all volunteers fill in when they first get involved with the project. Some, but not all this data was included in the main body of the report.

Volunteers by age							
Age	21-30	31-40	41-50	51-60	61-70	71+	Total
Research Responses	4	1	7	6	1	1	20
Monitoring	12	12	11	16	4	1	56

Volunteers by gender			
	Male	Female	Total
Research Responses	11	9	20
Monitoring	43	29	72

Volunteers by ethnic group Monitoring data	
White British	33
White Irish	2
White Other	4
White European	4
Black African	10
Black Afro Caribbean	1
Mixed race	2
Asian Indian	7
Asian Pakistani	1
Asian Chinese	1
Asian Other	5

Volunteers mentioning different types of disability - Monitoring data						
Learning Difficulty	Mental health problems	Physical Impairment	Hearing Impairment	Visual Impairment	Wheel chair user	Other
9	11	13	6	6	4	25

Employment status Monitoring data	
Unemployed	39
Unable to work	6
Retired	8
Low income	2
Student	5
Houseperson	4
Other	1