

**W&Y** Widowed  
and Young

# Volunteer Survey 2023

[www.widowedandyoung.org.uk](http://www.widowedandyoung.org.uk)

Registered Charity No:  
1164988



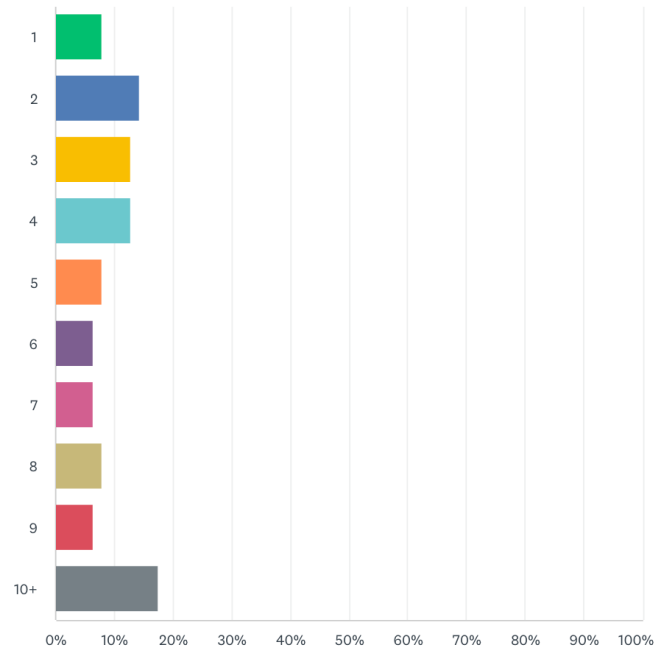
# Summary Overview

- ② 64 responses from 166 volunteers – 39%
- ② 22 ACs/Online AC, 16 AC Assists, 14 Social Media – FB Admin, 11 Online Volunteers, 8 Working Group, 7 Ambassadors, 5 Admin, 4 Trustees, 2 Fundraising 2 Specialist volunteers  
*(several volunteers have more than one role)*
- ② Very positive responses with positive and constructive comments about moving forward, particularly around training.

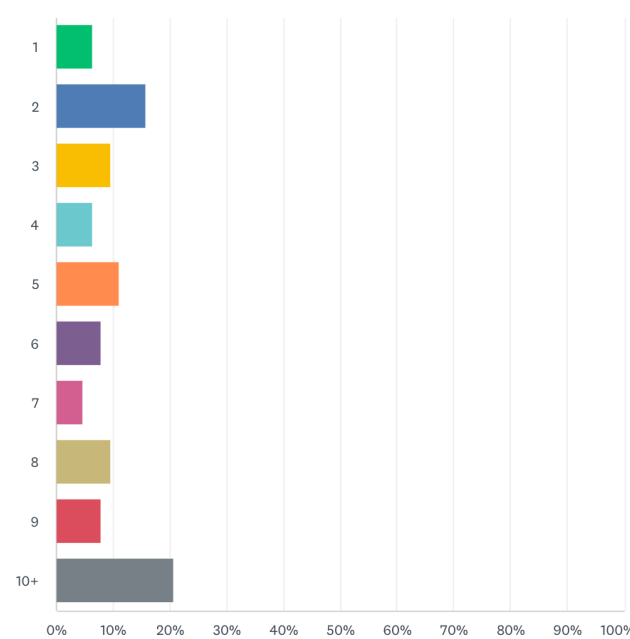


# Volunteers' Relationship with WAY

Number of Years in WAY



Number of Years bereaved










Number of Years Volunteering with WAY  
(64 responses)

42% had volunteered for WAY for 1 year or less

28% had volunteered for WAY for between 2-5 years

30% had volunteered for WAY for over 5 years.

# Area Contact Teams – key roles

-  Welcoming and Connecting with New Members – 17 responses
-  Organising regular online or in-person events – 21 responses
-  Signposting New Members to WAY/external resources – 9 responses
-  Supporting local Facebook pages and encouraging community – 20 responses
-  Admin of a local Facebook group ensuring only current members join – 19 responses
-  Helping members connect locally via the website – 12 responses
-  Responding to website messages – 23 responses
-  Hosting a Big Picnic – 16 responses

# Volunteers Support Members and the charity by....

- 👤 Welcoming and Connecting with New Members – 21 responses
- 👤 Organising regular online or in-person events – 18 responses
- 👤 Signposting New Members to WAY/external resources – 5 responses
- 👤 Supporting local Facebook pages and encouraging community – 21 responses
- 👤 Admin of a Facebook group ensuring only current members join – 12 responses
- 👤 Helping to support members – 19 responses
- 👤 Supporting charity developments through Working Groups – 4 responses
- 👤 Promote the charity and its work – 5 responses
- 👤 Ensuring good finance and governance of the charity – 4 responses

# How long do you spend a week volunteering?

Of the 64 responses, the time spent volunteering each week varied from 1 to 8-9 hours, but this could also vary from week to week.

From the 64 responses, in total, these volunteers spent between 60 and 124 hours per week volunteering for WAY.

From the responses, the average amount of time per volunteer was about 2 hours a week, which with 166 volunteers at the time of this survey, amounts to almost 332 hours per week or over 17,000 hours a year.

# Which Volunteer Resources have you Accessed?

Volunteer Facebook Page

Volunteer Section on Website

Training resources and videos

Update emails

Volunteer eNews

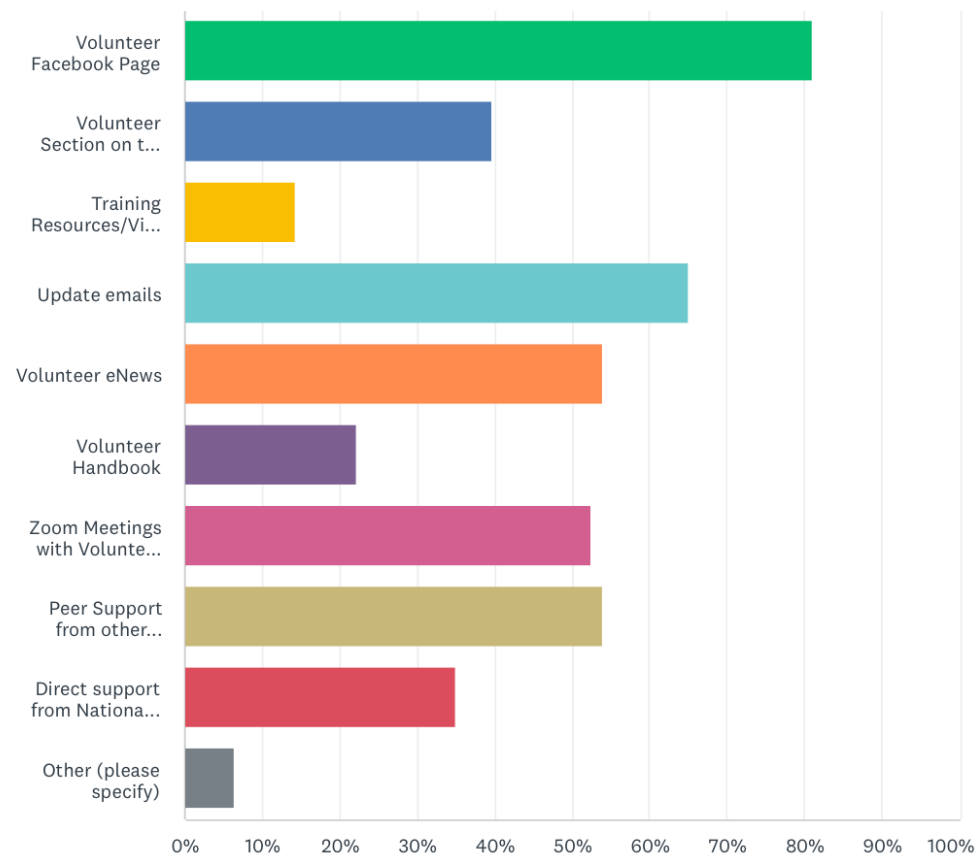
Volunteer Handbook

Zoom Meetings with Volunteer Manager

Peer Support from other volunteers

Direct support from Volunteer Manager

Other (Media Support)



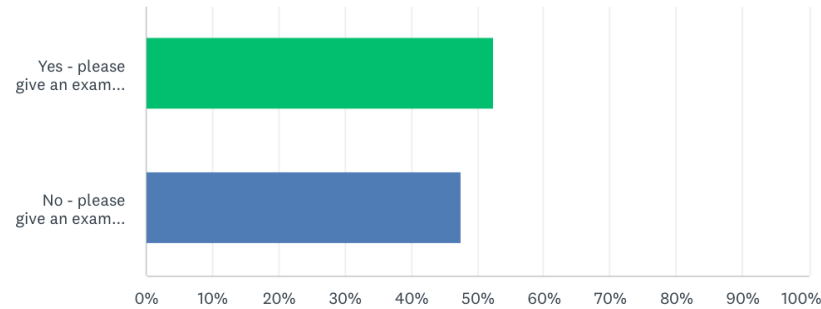
## Top 3 Most Useful Resources

1. Update emails
2. Volunteer Facebook Page
3. Volunteer eNews/Peer Support from other Volunteers

# Have you attended training in the past year?

Have you attended Volunteer Meetings/Training in the past year?

Answered: 63 Skipped: 1



**52%** of respondents said **YES**

**48%** of respondents said **NO**

## What training have you attended?

- **Volunteers Week - in person**
- **Social/networking**
- **New Member Zoom Training**
- **Used follow-up notes or peer support if missed a meeting, to keep up to date**
- **Training at the 2022 AGM**
- **FB Admin training**
- **Big Picnic**
- **Roadpeace**

## What has stopped you attending training?

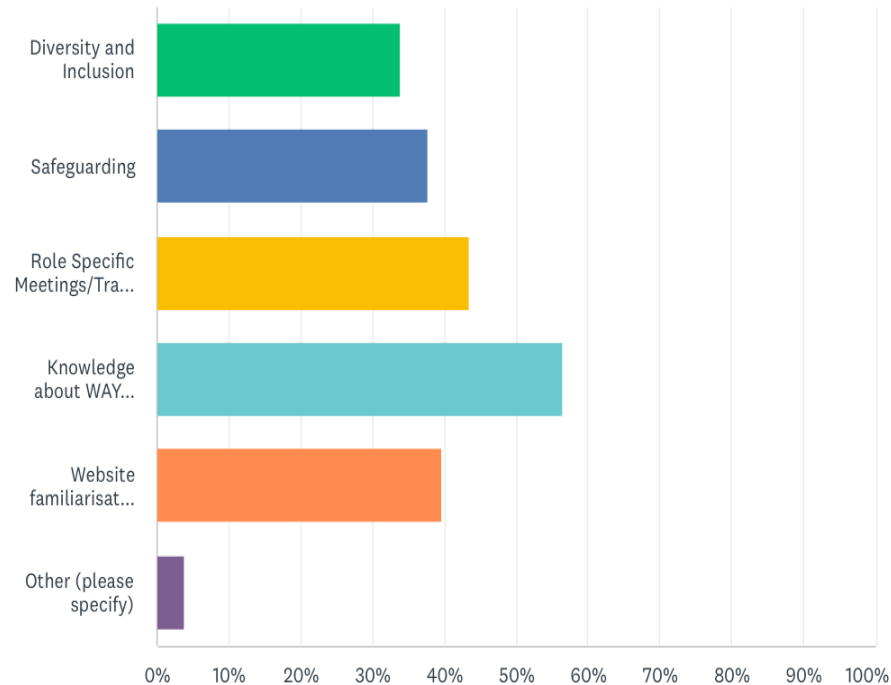
- **Time/Date/Childcare**
- **Work/prior commitments**
- **Illness**
- **Feel it can be irrelevant to my role as often based on Area Contact role**



# Which of the following training would be most helpful?

Tick all that apply

Answered: 53 Skipped: 11

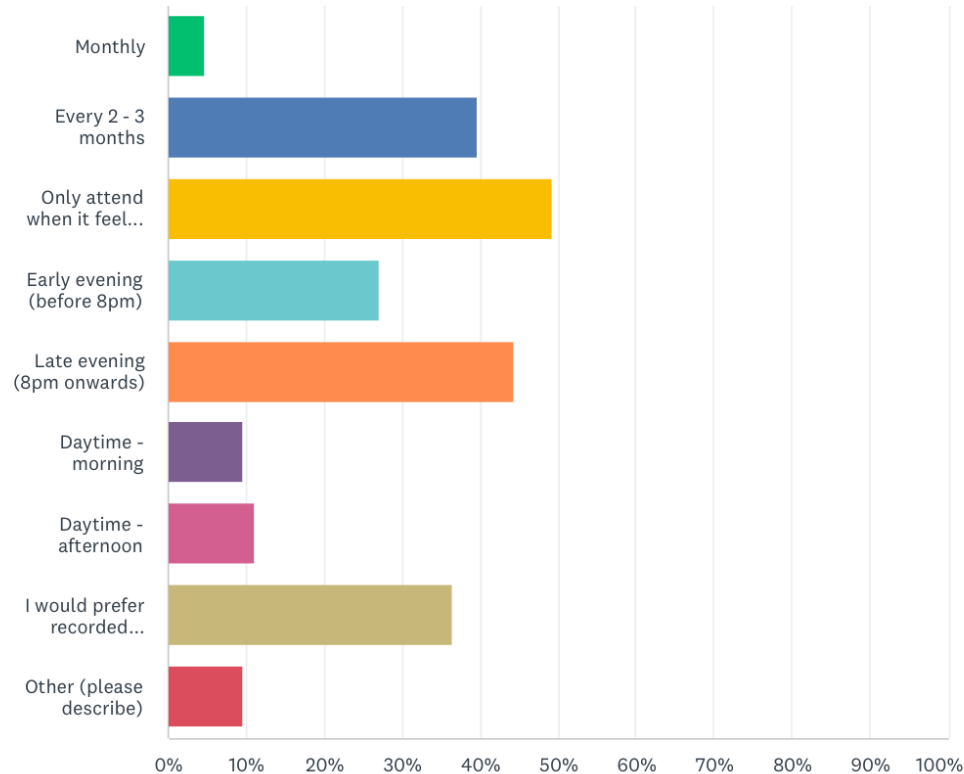


- **Diversity and Inclusion – 34%**
- **Safeguarding – 38%**
- **Role specific meetings/training – 43%**
- **Knowledge about WAY's Policies and Procedures – 57%**
- **Website Familiarisation – 40%**
- **Other – general updates – 4%**

# How often should training be – and when?

Tick all that apply

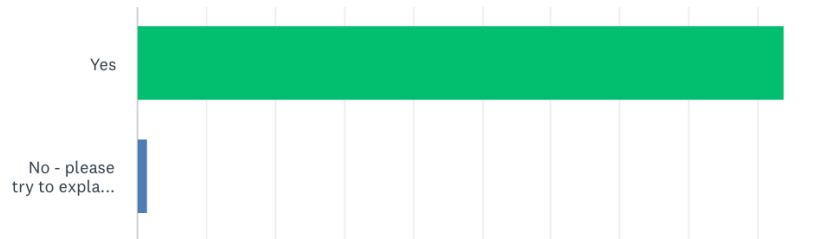
Answered: 63 Skipped: 1



- **Monthly – 5%**
- **Every 2-3 months– 40%**
- **Only attend when relevant to my role– 49%**
  
- **Early evening (before 8pm)– 27%**
- **Late evening (after 8pm) – 44%**
- **Daytime (morning) – 10%**
- **Daytime (afternoon) – 11%**
- **Recorded to catch up when it suits – 37%**
- **Other (in-person; 2x per year for Trustees)**

# Do You Feel Valued by WAY?

Answered: 64 Skipped: 0



**95%** of respondents said **YES**

**4%** of respondents said **NO**

*Suggestions for feeling more valued were:*

- *More consultation with volunteers about WAY developments*
- *Being able to offer/promote other paid services to WAY members*

**The top reasons that Volunteers felt that they were valued were:**

- Being thanked
- Communication from Volunteer Manager
- Advanced notice of charity news and developments
- Volunteer eNews
- Celebrating Volunteers publicly

# What are the positives and challenges of Volunteering with WAY

## Positives (key themes from 54 responses)

- Giving back to the charity
- Feeling part of WAY
- Bringing people together
- Meeting new people and making friends
- Helping and supporting others
- Feeling valued/contributing and doing good
- It's rewarding
- Advance notice of events
- A sense of community
- Pushing me out of my comfort zone
- A sense of purpose

## Challenges (key themes from 49 responses)

- Slow progress in working groups
- Members not engaging/apathy
- The website (knowing where to find things)
- Time – juggling other aspects of life
- Effort to set up poorly attended events
- Finances to meet up with people
- Dealing with conflict (FB)
- More structure in some roles
- Dealing with own grief
- Emotionally draining around new grief
- Size of areas for local volunteer teams
- Sometimes feels volunteers are asked to do more and more

# Supporting Diversity and Inclusion in WAY

## Volunteer Thoughts...(36 responses)

“I think the focus needs to be on being open to everyone, catering to as many people as possible and asking how to do that if you're unsure. It's really about education.”

“Regular training and perhaps examples of inclusion/diversity in action would be helpful to the volunteer role.”

“I think WAY is already inclusive and diverse. WAY welcomes all that have experienced partner loss, regardless of colour, gender, sexuality or race. Good job WAY”

“I think we're moving towards where we need to be, slowly”

“Awareness training for all volunteers”

“Information in different language, if we have the resources”

“Learn and understand more about different cultures and how they deal with death and grief differently.”

“I think you do that already with the Ambassador roles”

“Make it clear that all members are welcome no matter their circumstances/who they are”

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# WAY Members' Hub (recorded)

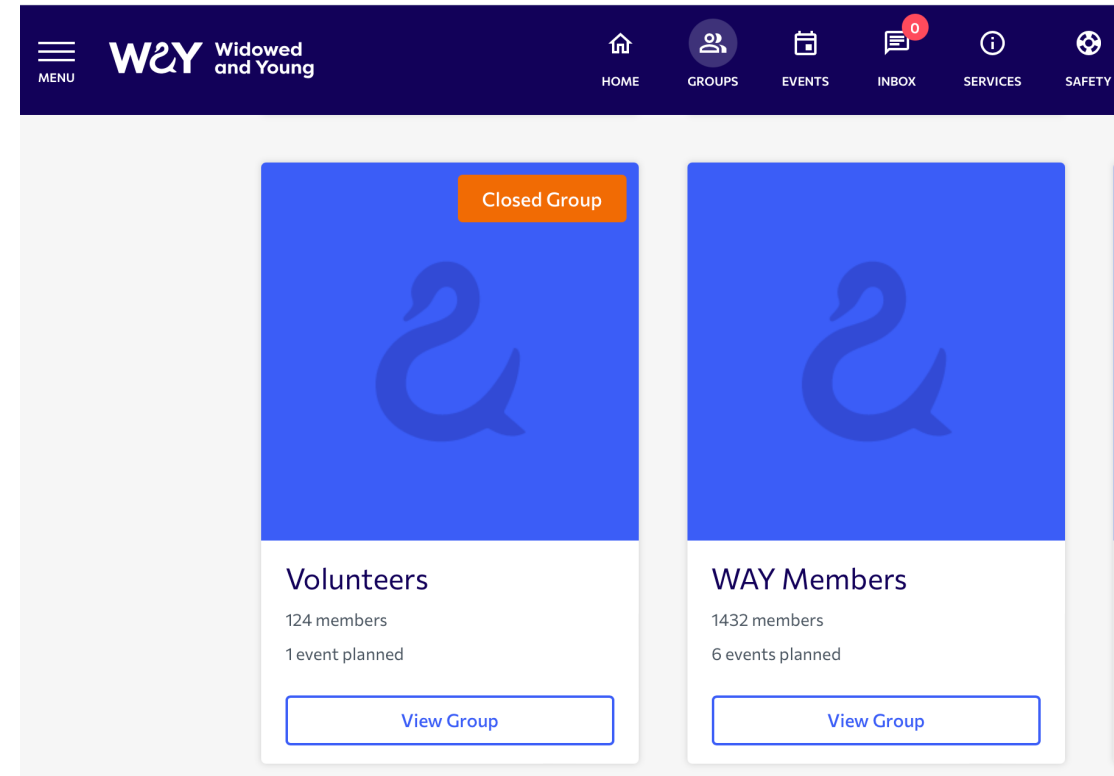
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# Members Hub – Volunteer Asks

-  **Please use the Hub** – please check your groups regularly, especially while notifications are not working as hoped.
-  **Please set up Events on the Members Hub** – if you wish to share on Facebook, please do, but share the link back to the event on the Hub – this does not put members off from joining events, but gets them used to joining the Hub and hopefully interacting whilst there.
-  **Please encourage members** to use and interact with members in the Hub – if people don't use it, everybody ends up back in Facebook and the same members are left isolated.



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