

North York Moors National Park Authority

25 March 2019

Second Volunteer Satisfaction Survey Report

1. Purpose of the Report

- 1.1 To provide an update on the results of the second Volunteer Satisfaction Survey sent to volunteers in December 2018.
- 1.2 To seek approval for the resulting Action Plan.

2. Background

- 2.1 The Volunteering Team has previously reported to Members on the progress made in delivering the new Volunteering Strategy. Towards achieving this, at the end of 2016, the first Volunteer Satisfaction Survey was sent out to all volunteers to provide a baseline to show how volunteers were feeling about their roles and about the National Park. A total of 105 volunteers responded with an average score of 8.6/10.
- 2.2 The initial Volunteer Satisfaction Survey is listed in the current Business Plan to establish a baseline and targets for future years, and to set up feedback mechanisms to ensure that issues raised are acted on. This second survey gives us the opportunity to compare how things are progressing and how successful the actions from the first survey were. Feedback from the survey helps inform all the actions in objective C5 of the Business Plan.

3. Outcomes from the 2018/19 Survey

- 3.1 The survey was repeated at the end of 2018 to provide a direct comparison with the previous survey two years earlier. A total of 140 volunteers responded (21% response rate) with an average score of 8.8/10. 36% of respondents scored 10/10.
- 3.2 Every volunteer who returned a form received a personal response (except where returned anonymously) responding to any questions. Where issues have been raised, the line manager of the volunteer was contacted to ensure a more informed and detailed response was possible. Volunteers have mainly been contacted by telephone, but some were met face to face to establish better lines of communication and attempt to positively resolve issues.
- 3.3 The following matters were the highest ranking in the things that we could do better, and are already underway or being addressed in the Action Plan (**see Appendix 1**).
 - **Information about tasks needs to be posted earlier**
There are some constraints which make posting tasks earlier problematic e.g. weather, needing to know how many people have signed up before knowing which job can be done and so on, but we will continue to remind task leaders about the need to post task details earlier.
 - **Having enough tools, the right tools for the job, properly maintained**
The Business Administration Apprentice has created an inventory of tools for Sawmill Lane as the first step to having a booking out system for staff and volunteers.

This will allow us to keep tabs on where tools are and remind task leaders about the need to return tools in a fit state and report breakages as appropriate. We are expanding our cohort of quartermaster volunteers to assist with maintenance and storage of tools.

- **We don't get enough feedback from our Voluntary Ranger reports**
This is currently being discussed with the Head of Recreation and Ranger Services to see how this can be improved.
- **Provide waterproofs for outdoor work; uniform not very practical**
We have been testing some waterproofs for suitability with Task Day Leaders. Once an appropriate waterproof coat has been found, we will be rolling these out to volunteers who work outside and meet the minimum commitment requirements of their roles as listed on their role profiles. Assuming that we go back to staff and volunteers wearing the same uniform after the Columbia deal, some of the practicality issues should be resolved.
- **Make better use of volunteer skills**
Each volunteer can list any specialist skills that they have and are happy to offer to the National Park on their profile. This is already working well and has resulted in a number of skilled tasks taking place e.g. dry stone walling, ecological surveys and gardening. We continue to update the list of skills that people can sign up to as a need is brought to our attention by staff. There is also some continued work to do building up trust among some line managers about the capabilities and qualifications of volunteers.

4. **Financial and Staffing Implications**

- 4.1 There is sufficient funding in existing revenue budget to purchase waterproof clothing as mentioned above.

5. **Contribution to National Park Management Plan**

- 5.1 Happy and satisfied volunteers are an essential part of fulfilling the aims of the Management Plan

6. **Legal Implications**

- 6.1 None

7. **Recommendation**

- 7.1 That the Volunteer Survey Action Plan is approved.

Contact Officer
Joan Childs
Head of Volunteering Team
Tel No 01439 772700

Background papers to this Report

File ref

1. The full Volunteer Satisfaction Survey analysis can be viewed on the Members' extranet.

Appendix 1

Volunteering Team Action Plan arising from 2018/19 Survey

Action	Date
Personal response to all volunteers addressing any issues	Complete
Feedback to staff and team leaders for awareness/relevant actions	End of March
Feedback of survey results and communication of issues to volunteers via <i>Involved</i> and staff via the Intranet and Staff Bulletin	Spring issue of <i>Involved</i> and ongoing
Create a booking out system for tools at SML and ensure that there is appropriate, managed storage for tools particularly at Sawmill Lane	End May
Trial waterproofs with TDLs ready for roll out using 2019 budget	End April
Continue to promote activities available to all volunteers and skills categories on My Volunteering	Ongoing
Increase senior staff/volunteer interaction – Supertasks – at least 4 will be organised during 2019	Ongoing
Increase communication of National Park objectives and improve links with paid staff – Joint induction days	April and ongoing