

Volunteer Impact Assessment

BeLong To Youth Services

TRANSFORMING
YOUNG LGB



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Acknowledgments

The authors and Volunteer Ireland would like to thank all those individuals who took part in this research project including the service users, volunteers and staff of BeLong To Youth services with many thanks to Glenn S Keating, Volunteer Coordinator for his support of the project.

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The opinions and quotations presented in this report are from respondents to the surveys and focus groups and are not necessarily the views and opinions of either BeLong To Youth Services or Volunteer Ireland.

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Background to BeLong To Youth Services

BeLong To Youth Services (BeLong To) are a national organisation supporting lesbian, gay, bisexual, transgender, and intersex (LGBTI+) young people aged 14 -23 years in Ireland. Founded in 2003 as a space for LGBTI+ young people to find support and acceptance their purpose today is to create a welcoming, supportive, safe and fun space for LGBTI+ young people.

The nationwide youth groups supported by BeLong To provide a space for LGBTI+ young people to develop friendships, get support, and belong.

BeLong To advocate and campaign on behalf of young LGBTI+ people and offer a specialised LGBTI+ youth service with a focus on mental and sexual health, alongside drug and alcohol support. BeLong To respond to the needs of LGBTI+ young people in Ireland and help them thrive. Their work focuses on human rights and social justice, and they believe in solidarity and intersectional equality.

Their work is driven by the vision of a world where LGBTI+ young people are equal, safe, and valued in the diversity of their identities and experiences.

Further information can be found at www.belongto.org

Volunteers, staff and young people

BeLong To Youth Services (as of November 2021) has 21 paid staff and 24 active volunteers. There are approximately 300 episodic volunteers who in past years have helped with fundraising, supported Pride, attended conferences and manned stands at youth events. During 2020, 805 young people reached out to BeLong To for support.

Methodology

The Volunteering Impact Assessment Toolkit (VIAT) is a framework for volunteer-involving organisations to assess the impact of their volunteer programme on key stakeholders such as: volunteers, the host organisation, service users, community partners and the wider community. It does this by examining how each of the stakeholder's benefit from the volunteer programme with respect to five identified categories namely: Physical capital; Human capital; Economic capital; Social capital and Cultural capital (further explained below).

The Institute for Volunteering Research developed VIAT with input from the London School of Economics, the University of East London and Roehampton University. The toolkit is a tried and tested, adaptable way of assessing the impact of volunteering on volunteers, organisations, service users and the wider community. Three groups of stakeholders were considered within this impact assessment: Volunteers, Young People and Staff.

Data collection tools used

VIAT uses a range of different instruments for capturing information on how and to what extent stakeholders are affected by the volunteering, including surveys and focus groups. Each of the stakeholders was invited to give their opinion on various aspects of the impact to which BeLonG To Youth Services has made to them. An electronic survey was sent via email and was administered by Volunteer Ireland. The standard questionnaires provided within the Volunteering Impact Assessment Toolkit were adapted to suit the context of the various roles within the organisation.

26 volunteers, 20 staff and 60 young people were emailed with a link to complete an online survey. By the end of survey period of just over 3 weeks we received 23 volunteer surveys, 13 staff surveys, and 30 young people responses. In total there were 66 responses to the surveys.

	Volunteers	Staff	Young people
Surveys distributed	26	20	60
Surveys completed	23	13	30
Completion rate	88%	65%	50%

Following the completion of the online questionnaire, three separate focus groups were held, one for volunteers, young people and staff. These took place online via Zoom. This exercise gave us the opportunity to explore in further detail the outcomes of the overall surveys.

Categorisation of Impacts

VIAT assesses impact according to various forms of 'capital' produced – or not- by a volunteer programme. The main ways in which stakeholders can be affected by volunteering have been grouped into five types of capitals, which have been described below. Each of the stakeholders were asked questions which related to each of these areas:

Physical capital	Refers to the concrete product or output for example number of training courses attended by volunteers.
Human capital	Relates to the acquisition of skills and personal development.
Economic capital	Describes the financial and economic effects that result from volunteering, for example putting a market value on the work done by volunteers.
Social capital	Moves beyond concrete outputs and individual development to capture social impacts. It refers to creating a more cohesive community through building relationships, networks and bonds of trust between people. It is not an easy concept to measure, but a number of indicators can capture its essential features.
Cultural capital	Refers to assets such as a shared sense of cultural and religious identity. Questions relating to 'culture' have focused on community identity and participation.

Data analysis

All the multiple-choice questions in the online surveys used a 6-point Likert scale i.e., strongly agree, agree, neither agree nor disagree, disagree, strongly disagree and not relevant or increased greatly, increased, stayed the same, decreased, decreased greatly and not relevant. A limited number of qualitative questions were also asked to get feedback.

The Traffic Light Scoring System

The questionnaires within the Volunteer Impact Assessment Toolkit have been designed to allow for a scoring system called the 'traffic light system'. This provides a visual indication of the majority response to each question asked through the volunteer impact assessment.

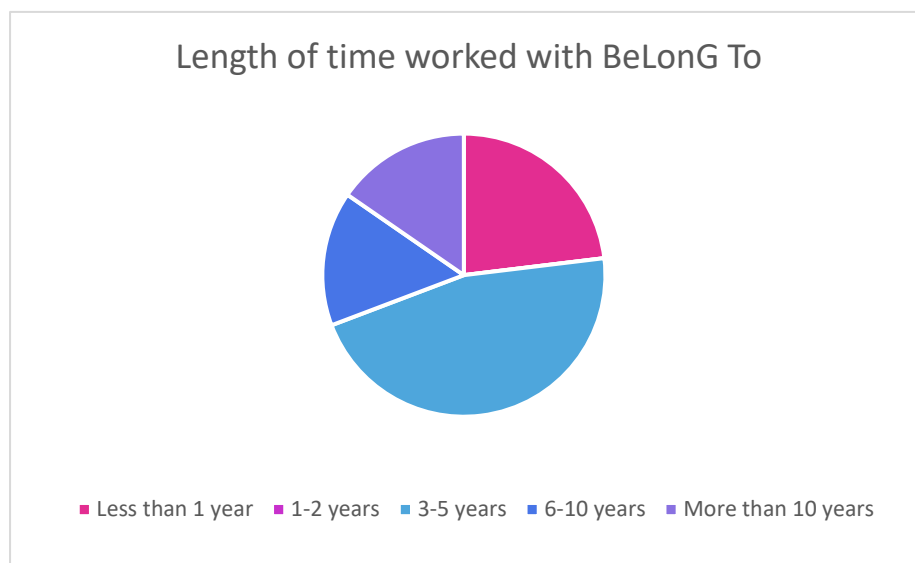
A Green Light indicates that an organisation is doing well in a particular area. This is awarded where the majority of respondents score strongly agree or agree/ increased greatly or increased. This can also be awarded in a negatively worded question when respondent's score strongly disagree or disagree / decreased greatly or decreased.

An Amber Light is a cue for further investigation or to consider whether the question was appropriate in the first place. This response is awarded where the majority of respondents score neither agree nor disagree / stayed the same or considered the question / statement not relevant.

A Red Light indicates that substantially more needs to be done in order to improve work in an area. This response is awarded where the majority of respondents score disagree or strongly disagree / decreased or decreased greatly.

Staff Feedback

Introduction



The majority of staff who responded to the Volunteer Impact Assessment survey had worked for BeLonG To for 3-5 years. 23% have worked for one year or less and the same amount had worked for 6-10 years than have for 10 years or more.

Table 1: What is the length of time Staff have worked with BeLonG To?

The frequency for staff when working with volunteers is 46.15% for both 'Less than daily but at least weekly' and 'Infrequently'. BeLonG To staff have various means of engagement with volunteers. The greater part of staff will work directly alongside volunteers.



Table 2: What type of contact do BeLonG To staff have with volunteers?

There also appears to be a relatively high percentage of staff who state that they 'infrequently' work alongside volunteers.

This could be an area for BeLonG To as an organisation to explore further as there may be scope for the numbers of staff who are engaging and supporting volunteers to increase.

Satisfaction with Services

The esteem in which all staff at BeLonG To hold their volunteers shines through both the volunteer impact survey and through discussions with the focus group.

All of the staff members that responded to the survey either, 'strongly agree' or 'agree' that *'Volunteers help us to deliver more services'*, whilst 75% believe *'Volunteers provide high quality services'* and also *'Bring innovation to our services'*.

Staff come into contact with volunteers at many different points in the organisation such as youth services, fundraising, advocacy, and communications, through strategic planning and also through some of the specialist skills that are provided by board members. The education and training department are not involving volunteers as yet but have plans to do so in the near future.

A number of staff who attended the focus group directly managed volunteers but all who attended were very capable of speaking of the benefits of engaging volunteers and all spoke clearly of the value volunteers brought to their department.

The volunteers have been described as, *'Invaluable to what we do and how we do it.'* and also that *'The volunteers are so integrated in all aspects of the service.'*

It is believed by staff that there is something very unique and specific to volunteers in BeLonG To. It is thought that they play an unconscious role in providing positive affirmation for the young people who access services as they themselves come from the LGBTQ+ community. As one staff member pointed out, *'...this has made me appreciate a higher value to the volunteers.'*

A Green Light is awarded in this area.

Human Capital

As previously stated, the survey highlights the positive regard with which volunteers are held in the organisation. Staff stress the importance of volunteers as role models for the young people by saying they *'...give encouragement and hope to the young people...'* and the fact that they feel that quite simply *'.... would not be able to do my job without them'*.

Staff Development

67% of staff who responded to the survey agreed with the statement that volunteers *'Make my job easier'*. The same percentage also agree that the volunteers *'Contribute to my own personal and professional development'* although a small minority did disagree with this statement. A staff member stated that *'The volunteers are amazing. I would not be able to do my role without them.'*

Examples of how volunteers can significantly reduce workload expressed by staff include assisting with administration duties particularly when a campaign is in progress. Fundraising, and supporting the youth workers with the group sessions. All these examples and many more clearly demonstrate the value that the staff place on volunteers supporting them in their professional role with BeLonG To.

However, it should also be noted that some staff feel that *'It can be tough to manage and organise the volunteers on a weekly basis depending on workload.'* And also, that *'The management of the volunteers can be an added stress'*.

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
They help make my job easier	25.00% 3	41.67% 5	0.00% 0	8.33% 1	0.00% 0	25.00% 3	12	2.92
They enable me to do work that I would otherwise not have time for	16.67% 2	41.67% 5	16.67% 2	0.00% 0	0.00% 0	25.00% 3	12	3.00
They take up too much of my time and energy	0.00% 0	0.00% 0	8.33% 1	33.33% 4	25.00% 3	33.33% 4	12	4.83
They contribute to my own awareness and thinking	25.00% 3	33.33% 4	8.33% 1	8.33% 1	0.00% 0	25.00% 3	12	3.00
They contribute to my own personal and professional development	25.00% 3	41.67% 5	0.00% 0	8.33% 1	0.00% 0	25.00% 3	12	2.92
They distract me from getting on with my job	0.00% 0	0.00% 0	0.00% 0	41.67% 5	33.33% 4	25.00% 3	12	4.83

Table 3: How volunteers have an impact on staff development.

The area of staff development was also raised for discussion at the focus group. It was acknowledged that whilst volunteers can be a high investment with regards to onboarding and training, it is widely agreed that this investment is more than worthwhile due to the impact that volunteers have on the services that BeLonG To provide. Volunteers are considered to be a valuable investment to staff members in a wide range of departments.

An example of this investment was the formation of a training programme for volunteers developed for the youth programme three years ago. The team is very proud of what they have achieved in this regard and recognise the long-term benefits of the programme.

The development of BeLonG To

With regards to the impact volunteers may have on the development of BeLonG To as an organisation, 100% of staff who responded to the survey 'strongly agree' that volunteers both *'Significantly increase the organisations capacity,'* and either, 'strongly agree' or 'agree' that volunteers *'...bring added value to their service'*.

Also stated is the fact that involving volunteers, *'Allows us to effect change on a larger scale.'* Indeed, staff acknowledge that volunteers are adaptable to change and bring fresh ideas to the organisation with three quarters of all responders either 'strongly agreeing' or 'agreeing'

with the statement that *‘Volunteers enable our organisation to introduce and develop innovation in our services/supports’*.

The focus group reinforced these sentiments by stating that, *‘We’re an equal partnership organisation so we learn depending on the background they have. Whenever they suggest or talk to us it will never fall on deaf ears. We are going to listen.’* Other staff members went on to state that they are *‘...blown away’* by ideas that have been raised in strategic planning sessions by volunteers.

The sustainability of BeLong To was also thought to be positively influenced by volunteers by 75% of staff. However, 17% disagreed that this was so. Sustainability was recognised in a number of areas by the work of the volunteers. This includes support the organisation receives from corporates in the areas of HR as well as the wide variety of skill sets that the board of directors bring to the organisation. This, along with the fact that the ‘frontline’ volunteers in the youth services provide a service that the organisation would not be able to afford, is recognised as a way of helping BeLong To be sustainable over time.

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
Volunteers bring good ideas into the organisation	25.00% 3	50.00% 6	25.00% 3	0.00% 0	0.00% 0	0.00% 0	12	2.00
Volunteers have too much influence over the way the organisation develops	0.00% 0	0.00% 0	8.33% 1	66.67% 8	25.00% 3	0.00% 0	12	4.17
Volunteers keep us in touch with the community and its needs	16.67% 2	50.00% 6	25.00% 3	8.33% 1	0.00% 0	0.00% 0	12	2.25
Volunteers increase our sustainability as an organisation	33.33% 4	41.67% 5	8.33% 1	16.67% 2	0.00% 0	0.00% 0	12	2.08

Table 4: How volunteers may influence the organisations development

Incredibly encouraging is the fact that staff have an awareness of the need to put the correct procedures in place before involving volunteers in any specific area or new role within the organisation. There is an acknowledgement that engaging volunteers is a commitment of time and important to ensure you *‘Have enough time so they feel a part of it and prepared. My department wants to develop a well thought out process so it’s a positive experience (for the volunteer).’* This type of forward planning will support the organisation going forward with the recruitment of additional volunteers.

A Green Light is awarded in this area

Economic Capital

In relation to the economic impact that staff at BeLonG To feel volunteers have on the organisation, 100% of respondents to the survey either 'strongly agree' or 'agree' that volunteers are 'Good value for money' and 83% state that 'They enable us to do work we would otherwise not be able to afford to do'. However, 8% of staff did not believe this to be the case and also felt that volunteers are not cost effective to the organisation.

During discussions in the focus group however, it was clear that staff appreciated the specialist skills, such as HR and governance skills, that corporate volunteers or board members could bring to the organisation as well as acknowledging the fact that frontline volunteers maintain the sustainability of the organisation. This is reinforced by the statement made during discussions that 'We haven't got the money for 20 full time youth workers.'

In the area of fundraising, again the volunteer's contribution is widely appreciated. Particular emphasis was placed on the volunteers who historically have organised the Rainbow Ball. Before the pandemic, this has raised a significant amount of money each year for the organisation alongside relationships with corporate volunteers which has resulted in the ability to employ 7 extra staff for the BeLonG To team.

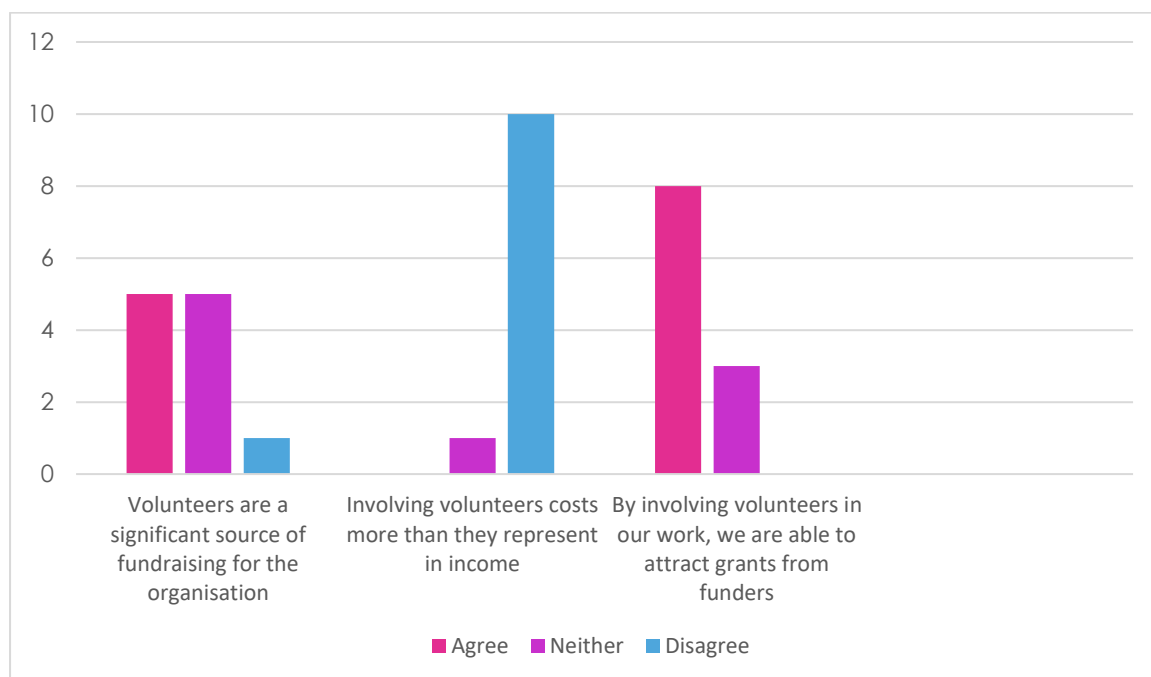


Table 5: How volunteers effect the income of the organisation

A Green Light is awarded in this area

Social Capital

When considering the impact of the relationship between volunteers and staff, again there was a positive return from the staff survey with the vast majority of staff either 'strongly agreeing' or 'agreeing' with the statement that *'The paid staff and volunteers complement each other well'* and also believing that *'The presence of volunteers has a positive impact on staff morale.'* None of the respondents had a negative response to these statements though a number of people remained neutral on the subject.

Some staff make a point of emphasising the relationship and support they receive stating that *'Volunteers have had such a positive impact on both the staff and the young people who attend groups. It has aided in relationship development and gives encouragement and hope to the young people in BeLonG To'.*

Discussions in the focus group reinforced these sentiments and the following was stated; *'We're an equal partnership organisation so we learn depending on their (the volunteers) background' and 'We learn from them as much as they hopefully learn from us.'*

Leading on from this, the staff's opinions were sought with regards to the area of recruiting and retaining quality volunteers. Just over half of staff 'strongly agree' or 'agree' *'That volunteers work well together'* and two thirds believe *'The volunteers have high morale'.*

In comparison to other sections of the survey there was a higher-than-average proportion of staff responding in a neutral way to the statements in this section. However, during discussions, it was agreed that the volunteers work well together and have cohesion. It was stated that; *'There are so many volunteers they don't all know each other but the ones that work together, tend to work closely together and become friends.'*

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
▼ The volunteers work well together	41.67% 5	16.67% 2	25.00% 3	0.00% 0	0.00% 0	16.67% 2	12	2.50
▼ The volunteers have high morale	41.67% 5	25.00% 3	25.00% 3	0.00% 0	0.00% 0	8.33% 1	12	2.17
▼ There are tensions between different groups of our volunteers	0.00% 0	0.00% 0	8.33% 1	50.00% 6	25.00% 3	16.67% 2	12	4.50
▼ The volunteers help attract new people to volunteer in the organisation	25.00% 3	41.67% 5	16.67% 2	0.00% 0	0.00% 0	16.67% 2	12	2.68
▼ Volunteers are likely to stay with us for a long time	33.33% 4	50.00% 6	16.67% 2	0.00% 0	0.00% 0	0.00% 0	12	1.83

Table 6: The recruitment and retention of quality volunteers

Volunteers themselves are perceived by staff as “...helping to attract new people to the organisation” with two thirds of all staff agreeing with this whilst the vast majority of staff believe volunteers are likely to remain with the organisation for a long time.

In terms of the impact on which volunteers have on the overall reputation of the organisation 83.3% of staff believe that volunteers act “...as good ambassadors for BeLonG To” and also “...enhance the reputation in the community” (91.63%).

It has been stated however that volunteers, ‘Can lack professionalism, not show up, and have lack of reliability’.



Table 7: How volunteers enhance the organisations reputation

A Green Light is awarded in this area

Cultural Capital

A diverse organisational culture

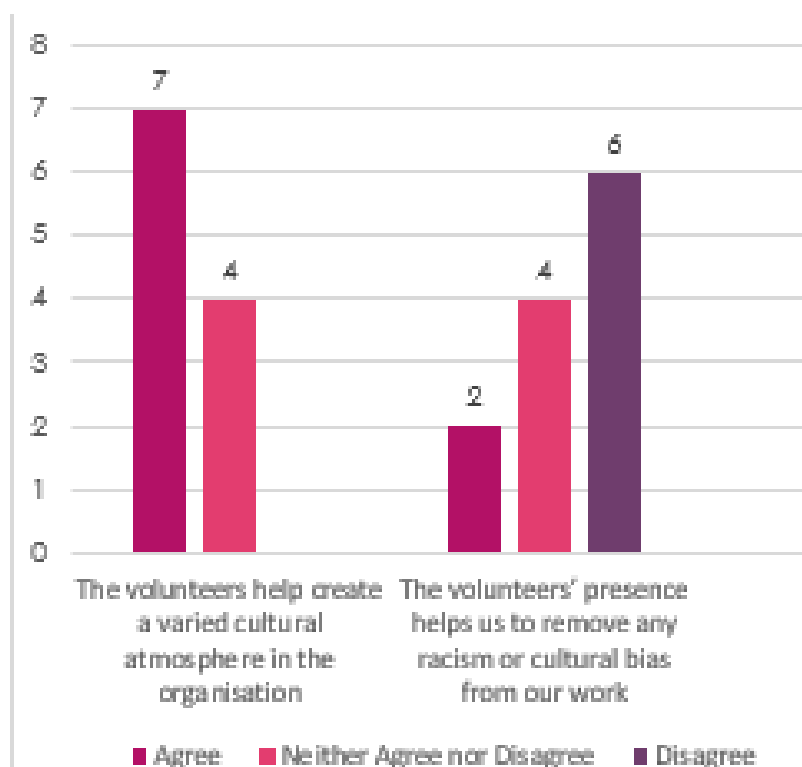
There is obvious diversity within the organisation with regards to gender and background. However, the point was raised that when it comes to other aspects of diversity such as engaging volunteers who are people of colour or from the traveller community, some concerted effort was required. People are aware that there are no staff or volunteers that are non-white, and this had been named both by themselves and the young people as an area that needed to be worked on.

This is particularly relevant within the youth work area of the organisation as it is firmly believed that ‘There is value for the young people to see someone from their community’ either volunteering or as a paid member of staff.

Table 8: The diversity of the organisation's workforce

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
Volunteers have a wide range of backgrounds	16.67% 2	50.00% 6	16.67% 2	8.33% 1	0.00% 0	8.33% 1	12	2.60
They are a wide variety of ages	16.67% 2	41.67% 5	16.67% 2	16.67% 2	0.00% 0	8.33% 1	12	2.67
They are a good mixture of men and women	25.00% 3	50.00% 6	16.67% 2	0.00% 0	0.00% 0	8.33% 1	12	2.25
They are happy to work with a diverse group of people	33.33% 4	41.67% 5	16.67% 2	0.00% 0	0.00% 0	8.33% 1	12	2.17

Further to this, the survey asked staff their opinion on the impact volunteers have on creating a diverse organisational culture was explored.



It was agreed by just over half of BeLonG To staff that 'Volunteers help create a varied cultural atmosphere'. However, a third remained neutral and neither agree nor disagree with this statement.

Likewise, a third of staff also neither agree or disagree with the statement that 'The volunteers' presence helps us to remove any racism or cultural bias from our work' and half of staff 'disagree' with this statement.

Table 9: Creating a diverse organisational culture

An Amber Light was awarded in this area

Volunteer Feedback

Introduction

Twenty-three BeLoNG To volunteers from a variety of roles responded to the Volunteer Impact Assessment survey.

These roles included amongst others, board members, youth group support and Pride Festival stewards.

Type of Volunteer Role	#
Board Member/Director	5
Youth Group Support	8
Individuality	2
Pride Festival	3
Rainbow Ball	1
Speaker	1
Intern-Policy and Advocacy	1
Admin/General Duties	1

Table 10: Roles of volunteers who completed survey

Positively, 100% of volunteers who responded to the survey would recommend volunteering with BeLoNG To as an organisation to others.

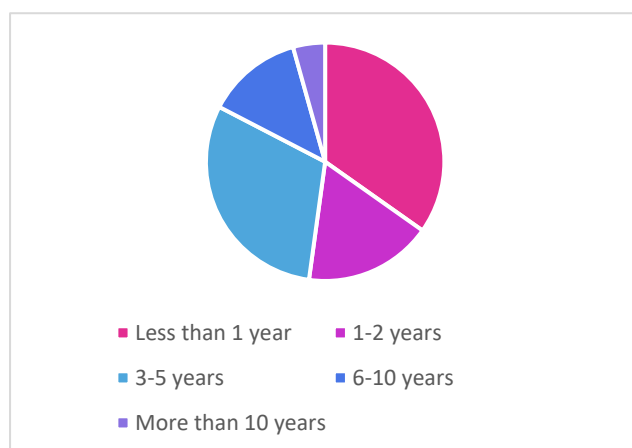


Table 11: How often do you volunteer with this organisation?

43% of volunteers do so once a week or more, whilst 17% volunteered on just one occasion despite wishing to do more. It is thought however, this once off occurrence of volunteering may be due to the pandemic restricting further volunteering opportunities.

As one respondent in particular pointed out they: *'Have not been contacted to assist with further events/training but (this is) possibly due to Pandemic.'* Another volunteer said *'I would have volunteered more but Covid-19 changed all that.'* It may be beneficial for the organisation to follow up with these once off volunteers as we move further from the pandemic.

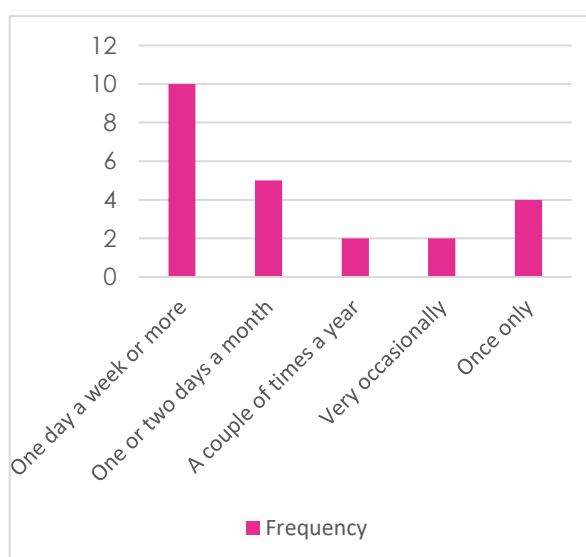


Table 12: Length volunteers have been with BeLoNG To

Satisfaction with training and support

The vast majority of volunteers were either 'satisfied' or 'very satisfied' with the training they have been offered in their role with BeLong To. During discussions with the focus group one volunteer shared how they had been able to transfer the training they had received at BeLong To into the wider community, *'I actually had a very positive experience with training courses. I brought the experience I had from BeLong To training to the inclusive rugby team I play for in Dublin.'*

Similarly, this can be seen with regards the level of help and guidance the volunteers feel that they have received. Volunteers expressed their happiness with the amount and method of support they receive from BeLong To with the following remarks, *'The care for volunteers is exceptional. We are made to feel valued, trusted and supported to a very high degree.'* They went on to say *'I felt checked in on and supported with mini gifts at Xmas. Very different to other places I've given time to and volunteered with'*. And quite simply, *'Support, nothing but amazing support.'*

These are very positive statements and responses which are reinforced when you include the fact that no volunteers considered themselves 'dissatisfied' or 'very dissatisfied' in either of these areas.

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
I have received enough training to carry out my tasks	47.62% 10	23.81% 5	14.29% 3	0.00% 0	0.00% 0	14.29% 3	21	2.24
I have access to courses that are of direct relevance to my volunteering	38.10% 8	23.81% 5	14.29% 3	9.52% 2	0.00% 0	14.29% 3	21	2.52
It is important to me that I can obtain accreditation or qualifications through my volunteering	9.52% 2	19.05% 4	28.57% 6	19.05% 4	4.76% 1	19.05% 4	21	3.48
The training courses are of good quality	33.33% 7	33.33% 7	14.29% 3	0.00% 0	0.00% 0	19.05% 4	21	2.57
I would like to have more opportunities	28.57% 6	28.57% 6	28.57% 6	4.76% 1	0.00% 0	9.52% 2	21	2.48

Table 13: Training courses and certificates

Volunteers were however able to identify areas in which they would either benefit from or simply enjoy additional training. Indeed, just over half of volunteers who responded would like to have more opportunities for training. Presentation skills and governance was one area that was specifically named. Also identified was training around how to support young people in the group settings and how to support vulnerable young people. It was also suggested that *'Volunteer group sessions without BeLong To group members to discuss observations,*

highlight any watch outs and to plan collectively to enhance the experience for group members' would also be beneficial to the youth group support volunteers.

During discussions with the focus group of volunteers, it was generally agreed that the pandemic had an impact on the availability of training. It was also stated that: *'I had the mandatory child protection training when I started in Halloween 2020 but have received no training after. (My) Supervisor has spoken about it but I have learnt a lot by just volunteering itself.'* Indeed, another volunteer shared: *'Lots of on-the-job experience, gained by observing more experienced volunteers.'*

A Green Light is awarded in this area

Volunteer Management

There were some mixed results on how volunteers felt they are managed at BeLonG To (see **Table 14: Support for volunteering through good management**). An interesting observation is that two thirds of volunteers 'neither agree or disagree' or felt it was 'not relevant' with regards to the statement *'I am satisfied with the awards/certificates I have received for my volunteering.'* This may be a reflection on the motivations of the volunteers that are currently with BeLonG To or possibly due to the fact that awards and certificates are not part of the culture in the organisation.

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
I am satisfied with the awards/certificates I have received for my volunteering	9.52% 2	19.05% 4	23.81% 5	4.76% 1	0.00% 0	42.86% 9	21	3.95
I do not feel my skills are well utilised	4.76% 1	4.76% 1	14.29% 3	38.10% 8	28.57% 6	9.52% 2	21	4.10
I am aware of what is expected of me most of the time	52.38% 11	33.33% 7	0.00% 0	0.00% 0	0.00% 0	14.29% 3	21	2.05
I am aware of what I can expect from the organisation most of the time	52.38% 11	28.57% 6	4.76% 1	0.00% 0	0.00% 0	14.29% 3	21	2.10
I get support whenever I need it	61.90% 13	14.29% 3	9.52% 2	0.00% 0	0.00% 0	14.29% 3	21	2.05
I would like the volunteering to be better organised	4.76% 1	4.76% 1	19.05% 4	28.57% 6	28.57% 6	14.29% 3	21	4.14
People value the contribution I make to the organisation	47.62% 10	42.86% 9	9.52% 2	0.00% 0	0.00% 0	0.00% 0	21	1.62

Table 14: Support for volunteering through good management

It was however very evident that volunteers feel valued by BeLonG To as an organisation. Incredibly positively, all volunteers feel that *'People value the contribution I make to the organisation'* and the vast majority are *'.... aware of what I can expect from the organisation most of the time.'* This is a demonstration that the Two-Way process, so essential in volunteer management, is in practice at BeLonG To.

Indeed, during the volunteer focus group, there was further discussion around the ways volunteer roles within BeLong To may be valued. One participant stated that: *'I would hope that all volunteer roles are valued equally.'* Whilst another said: *'We all feel like we bring something different, yet we are not treated differently.'* Leading on from this however, one volunteer felt they, *'Would hope that everybody felt equally valued but there are distinctions between those with responsibilities.'*

A Green Light is awarded in this area

Social Events

Social events with other volunteers and/or staff can also be viewed as a form of support for volunteers.

The greater part (67%) of BeLong To volunteers are satisfied with the opportunities they were given for social events of this kind whilst all the volunteers who responded to the survey either 'strongly agreed' or 'agreed' with the statement that *'The social events are enjoyable and useful'* and 76% also believe them to be well attended. When it came to the opportunities given for social events with volunteers and/or staff 86% were satisfied, there were no volunteers who rated themselves as 'Dissatisfied' or 'Very Dissatisfied' in this area.

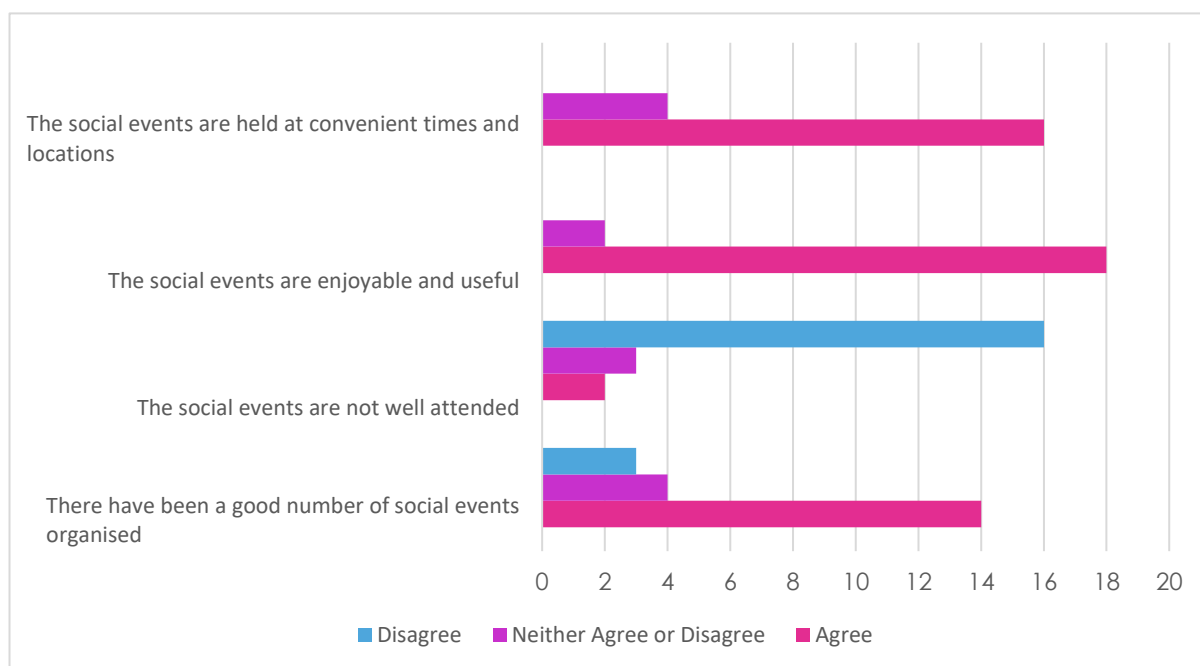


Table 15: Access to Social Events

However, results to the survey went on to suggest that volunteers may like a different quantity of events on offer to them as almost a third of respondents, 'Disagree' or 'Neither Agree nor Disagree' that; *'There have been a good number of social events organised'*.

When this topic was raised for discussion with the focus group of volunteers, it was obvious that effort is made by BeLong To to include volunteers on social events that occurred during a very difficult previous 18 months for social interaction. Several participants stated that they felt included despite only being with BeLong To for a short period of time, *'I had only been volunteering for 2 months and was included in the virtual Xmas party where a drink and a*

meal were delivered to the house.’ ‘Effort was made to include me even though I had only been there a short period of time.’

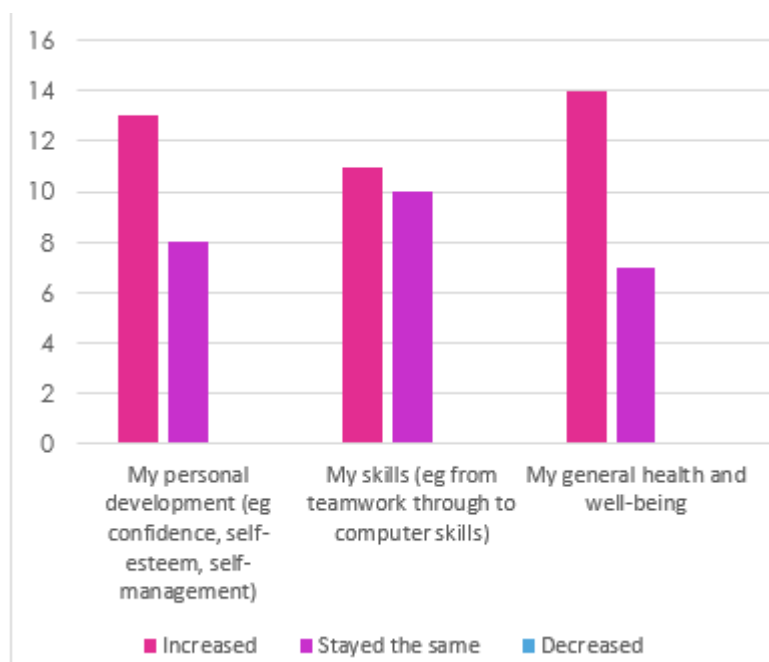
Whilst one person raised the point that a ‘Volunteer Facebook group might be nice. It doesn’t need to be led by staff.’ Indeed, it was felt that when it comes to social events it ‘All depends how much volunteers want to get involved.’

A Green Light is awarded in this area

Human Capital - The Impact of Volunteering

The Volunteer Impact Assessment survey aimed to identify what impact volunteering with BeLonG To has had personally on volunteers. It is obvious that volunteers acknowledge the benefits they have gained from volunteering as the following statement demonstrates, ‘I am really grateful for the opportunity I have been given to work with a wonderful organisation like BeLonG To.’

Table 16: How do you gain personally through volunteering?



All of the volunteers stated that their experience had in no way had a negative impact on their personal development in the areas of; confidence, self-esteem as well as self-management, skills such as teamwork and computer skills as well as their general health and wellbeing.

Whilst these results are of course very positive, quite a large proportion, (38% in the area of personal development, 48% in the area of skill development and 33% in the area of general health and

wellbeing) stated that their experience as a volunteer had had no effect in these aspects of their personal development.

Further exploration into this area demonstrated similar results. In no area such as, ‘Confidence in my own abilities’ and ‘My willingness to try new things’ did volunteers regard their abilities to have ‘decreased’ to any degree. However, as stated above, a number of volunteers ranging from 14% with ‘My sense that I am making a useful contribution’ to 48% with ‘Confidence in my own abilities’, stated that these factors had stayed the same for them i.e., that there had been no increase but also no decrease.

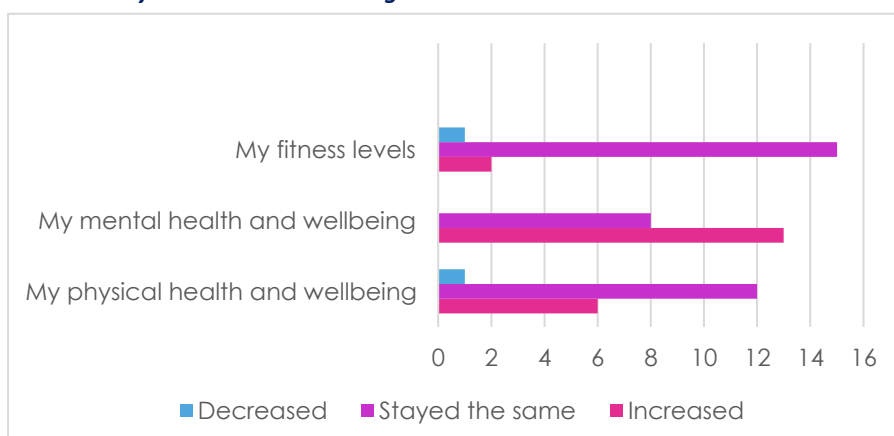
Table 17: Personal Development

	INCREASED GREATLY	INCREASED	STAYED THE SAME	DECREASED	DECREASED GREATLY	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
My confidence in my own abilities	9.52% 2	42.86% 9	47.62% 10	0.00% 0	0.00% 0	0.00% 0	21	2.38
My sense of self-esteem	14.29% 3	47.62% 10	38.10% 8	0.00% 0	0.00% 0	0.00% 0	21	2.24
My sense that I am making a useful contribution	38.10% 8	47.62% 10	14.29% 3	0.00% 0	0.00% 0	0.00% 0	21	1.76
My awareness of the effects of my actions on others	14.29% 3	61.90% 13	23.81% 5	0.00% 0	0.00% 0	0.00% 0	21	2.10
My sense of motivation	9.52% 2	61.90% 13	28.57% 6	0.00% 0	0.00% 0	0.00% 0	21	2.19
My willingness to try new things	14.29% 3	52.38% 11	33.33% 7	0.00% 0	0.00% 0	0.00% 0	21	2.19
The sense that I have things to look forward to in my life	19.05% 4	47.62% 10	33.33% 7	0.00% 0	0.00% 0	0.00% 0	21	2.14

Volunteers stated that they: *'Love Wednesday evenings, I wrap up what I'm doing at work and go straight into group.'* and that *'It's been a social outlet for me even though I haven't been out.'*

Again, in the area of skills development, volunteers identified that their skills had either 'increased greatly', 'increased' or 'stayed the same' in the areas of; social and communication skills, the ability to work as part of a team and their ability to make decisions. A volunteer went on to say, *'I have a very strong sense of justice and inclusion as an Ally. I am more outspoken in supporting LGBTI issues at work and amongst peers'*

Table 18: My health and well-being



Interestingly, one volunteer believed that their physical health and well-being had decreased whilst volunteering. This is in contrast to the remaining volunteers who all reported an increase in wellbeing and further to this, in the case of mental

health and wellbeing, 14% stated it had 'increased greatly'.

A Green Light is awarded in this area

Economic Capital

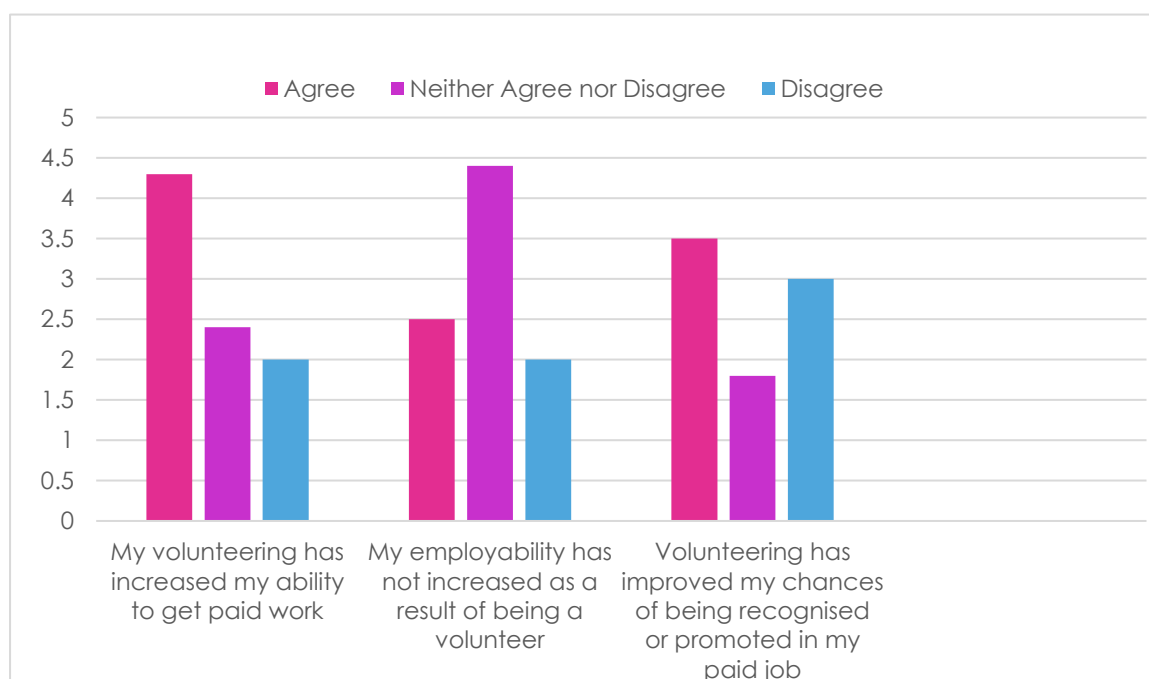
Volunteering can affect some people economically, in terms of what they might gain from volunteering but also in terms of the costs of volunteering.

BeLonG To volunteers had less unity in their responses concerning topics in this particular area than others.

In particular, with the questions regarding the benefits of volunteering with BeLonG To and how they may be transferable, there was very little consensus in the answers. This included responses to statements such as *'I have increased my earning power'* and *'Volunteering has improved my chances of being recognised or promoted in my paid job'*.

Also notable, is the fact that 67% of volunteers responded to the statement *'I have increased my earning power'* with either 'neither agree or disagree' or 'not relevant'. In particular, the statement *'Volunteering has improved my chances of being recognised or promoted in my paid job'* has no overall agreement. Further to this, 38% of volunteers believe that *'My volunteering has increased my capacity to get paid work'*, however, 19% state that *'My employability has not increased as a result of being a volunteer.'*

Table 19: Volunteer Employability and increased earning power



When asked if they would like to contribute anything else to the survey, one volunteer expressed, *'I ultimately want to work with young people as part of my career - volunteering here will help beef up my resume which is great!'* Positively, 42% of those asked felt that they had *'...benefitted from the opportunities for further training'*, though 33% felt this was not relevant to their role. Indeed, a volunteer said *'My experience with BeLonG To has only been positive and I could bring a plethora of things from it into the rest of my life.'*

The area of the survey regarding any out-of-pocket expenses the volunteers may incur was considered 'not relevant' by the majority of participants. Again, it could be presumed that this is due to the fact that currently, volunteers at the time of the survey were remote and as such,

are not incurring any expenses for travel or subsistence. Only 14% of volunteers who responded to the question stated that they were aware they are allowed to claim back out of pocket expenses.

It may be appropriate here to suggest that BeLonG To create a policy around out of pocket expenses for their volunteers so that they are aware of what they may or may not claim for.

Volunteers expressed the fact that it may be difficult for them to openly acknowledge the transferrable skills gained from volunteering with BeLonG To as, due to prejudice, it can be difficult to say they volunteer for a LGBTQI+ organisation. The volunteers mentioned the fact that it is a *'Cognitive choice to put volunteering with BeLonG To onto my CV or not. I am very proud of the work I do for BeLonG To'* also by putting your volunteering experience with BeLonG To on their CV it, *'Could possible exclude you depending on where your CV is going'*.

An Amber Light is awarded in this area

Social Capital

Social links can be grown and developed through volunteering in a number of different ways. When we raised the subject of social links and friendships that BeLonG To volunteers experienced and continue to experience whilst volunteering it was generally agreed that there was an increase in many areas. This included responses to statements such as 'My range of friendships', *'My support and information networks'* and *'The number of contacts that I can call on'*.

Likewise, the topic regarding a sense of trust in others, also yielded results indicating that volunteers' perceptions had either 'increased', 'increased greatly' or 'stayed the same' in this particular area. For example, 52% of volunteers stated that their *'...trust in voluntary organisations'*, had 'increased greatly' or 'increased' and 57% stated that; *'...their willingness to look out for other people'*, had also 'increased greatly' or 'increased'.

Table 21: Sense of trust in others

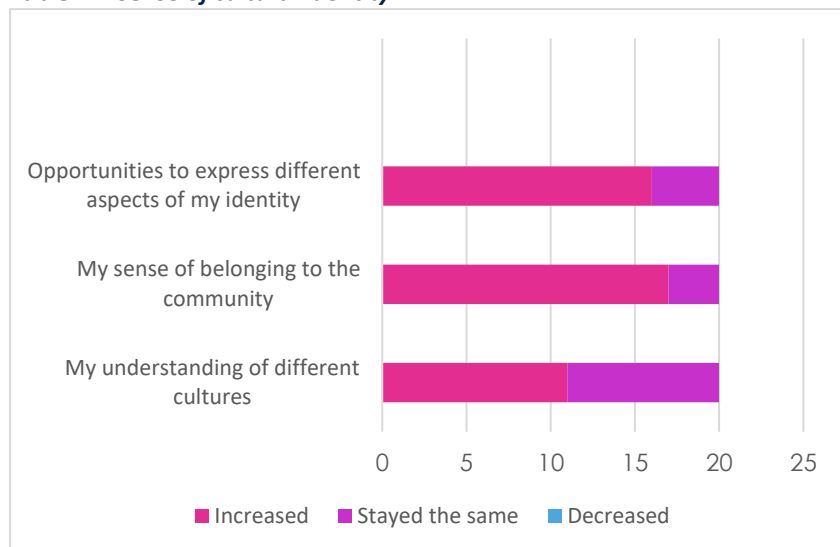
	INCREASED GREATLY	INCREASED	STAYED THE SAME	DECREASED	DECREASED GREATLY	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
▼ My trust in other people	4.76% 1	23.81% 6	71.43% 16	0.00% 0	0.00% 0	0.00% 0	21	2.67
▼ My trust in voluntary organisations	14.29% 3	38.10% 8	47.62% 10	0.00% 0	0.00% 0	0.00% 0	21	2.33
▼ My trust in organisations in general	9.52% 2	19.05% 4	71.43% 16	0.00% 0	0.00% 0	0.00% 0	21	2.62
▼ A feeling of being included and not being alone	19.05% 4	42.86% 9	33.33% 7	0.00% 0	0.00% 0	4.76% 1	21	2.33
▼ My willingness to look out for other people	14.29% 3	42.86% 9	38.10% 8	0.00% 0	0.00% 0	4.76% 1	21	2.43
▼ Feeling that this is a safe place to live	14.29% 3	38.10% 8	38.10% 8	4.76% 1	0.00% 0	4.76% 1	21	2.62

A Green Light is awarded in this area

Cultural Capital

Volunteering can impact on people's sense of cultural identity in a number of ways. BeLong To volunteers feel that *'Volunteering has given (me) a greater sense of connection and belonging within the LGBT community in Ireland'* and had also resulted in a *'...deeper understanding of diversity and inclusion'*. Additionally, it was said that *'I have gained a better understanding of the daily struggle's members of LGBTQI+ community face and the importance of inclusion and acceptance in schools, communities and workplaces. Visibility, education and awareness are key to helping create a more equal future'*

Table 22: Sense of cultural identity



Two thirds of those volunteer that responded to the survey felt that *'My sense of community, ethnic, faith or religious identity'*, had *'increased'* or *'increased greatly'* as a result of being involved with BeLong To.

Likewise, the majority of volunteers stated that *'My sense of belonging to the community,'* had also increased.

An additional positive point to note in this area, is that 76% of volunteers felt they had increased *'Opportunities to express different aspects of my identity.'*

A Green Light is awarded in this area

Volunteers' voices:

When asked about the main benefits of volunteering with BeLong To respondents stated amongst many other things the fact of:

'Feeling part of an exceptionally vibrant organisation and community; having a sense of contributing to nurturing and developing both.'

'A feeling of giving back to the community, meeting some of the most amazing people (both the young people whom the service is run for, primarily,) but also the workers/volunteers'

Young Peoples Feedback

Thirty young people with an age range from 16-31 years, who are currently accessing, or have previously accessed, the services of BeLong To responded to the request to complete the young persons Volunteer Impact Assessment survey.

67% of those believe the impact with which BeLong To youth services and volunteers are making on the local community is 'a noticeable difference'. Whilst 30% believe the services impact makes a 'small difference.'

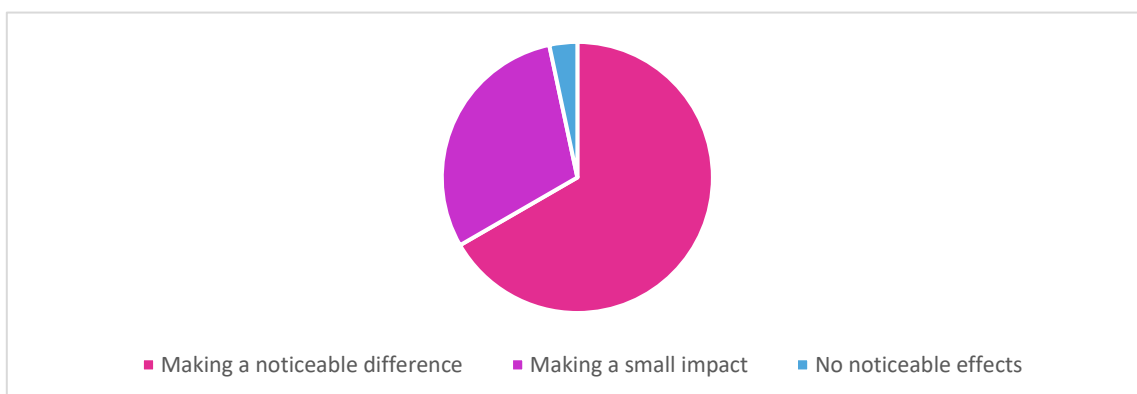


Table:23 How do you think the work of BeLong To Volunteers affects the local community?

It was abundantly clear, both through the answers to the survey, and through discussions with the focus group of young people the high opinions of which the young people have of the volunteers at BeLong To and the work they do. Quite simply they say:

'I love the volunteers.'

The young people are also aware of the nature of being a volunteer and the effect this may have on services:

'The fact that they are volunteers makes it feel nicer and more personal, they're here because they want to be, not because they have to be.'

And also:

'The fact that they turn up every week makes you think they really do enjoy it and care.'

Volunteer and young person engagement

The vast majority of young people that responded to the survey were either 'satisfied' or 'very satisfied' with all aspects of the services they accessed at BeLong To that were provided, or partially provided, by volunteers. During discussions with one of the groups of young people they stated that:

'I don't see the volunteers as volunteers, I just see them as part of the group.'

And also:

'The groups don't feel complete if they (the volunteers) don't join the call. You always notice if they're not there.'

Likewise, when asked about any possible negative or unsatisfactory effects that the volunteers contribution may have on the local community, the responses were, in the main, extremely positive. One respondent stated that, *'I honestly feel like belong (sic) should go back to when they first began, I think in order for the organisation to improve they should look at places like out comers in Dundalk/Drogheda as they seem to have a very strong sense of where they came from and they're an amazing supporter for LGBT young people.'*

When the area of quality and quantity of the volunteers' service was explored, it was interesting to note that the young people who completed the survey, are very happy with the quality of the service that volunteers bring but 44% of respondents said that they believed there was too much reliance on volunteers to provide services.

However, when this point was raised in a focus group with young people, they stated that they, *'Don't think there's too much reliance on volunteers. The volunteers and the youth workers seem to have a really good relationship.'* And also *'I don't feel like there's any pressure on them (the volunteers) to do anything.'*

All young people would refer someone on to BeLonG To youth services as either a potential service user or recipient of their volunteer services. One young person stated that a benefit of this would be, *'The opportunity to flourish - whatever that is for each person.'*

It is plain from the following statements the high revere the young people who avail of the youth services have for the organisation, *'BeLonG To has had an amazing effect on myself and my friends growing up! We were able to grow up in a safe and engaging environment with fun, adventure and hope! I wouldn't be here without BeLonG To and the greater Outhouse family! So, keep it up, there's a community that needs you!'*

A Green Light is awarded in this area

Human Capital

When considering the volunteers' impact on aspects of their local community, the vast majority of young people believed there to be between a 'moderate degree' to a 'very high degree'.

Further to this, when asked about the volunteer's impact on their own personal development, 80% of the young people stated that volunteers had played a part in either, 'increasing greatly' or 'increasing' areas such as, self-esteem, willingness to try new things and a sense that they have things to look forward to in their lives.



Table 24: Personal Development of young people

In their own words, the young people have said about the services which are supported by volunteers at BeLonG To, *'The services at BeLonG To have made me more independent, made me broaden my view of other people, made me more confident with other people, like now I'm talking to more people in my school.'* Also, *'Talking to the volunteers and the youth worker helped to boost my confidence. I'm definitely more independent now than before I went to BeLonG To.'*

It can be confidently stated that BeLonG To volunteers also additionally, have a positive impact on young people's health and well-being. Table 25 below shows that the vast majority of young people express an improvement in areas such as physical health, mental and emotional health and the ability to cope with everyday life.

	INCREASED GREATLY	INCREASED	STAYED THE SAME	DECREASED	DECREASED GREATLY	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
People's physical health	6.67% 1	60.00% 9	26.67% 4	0.00% 0	0.00% 0	6.67% 1	15	2.47
People's mental and emotional health	53.33% 8	33.33% 5	6.67% 1	6.67% 1	0.00% 0	0.00% 0	15	1.67
Whether people feel able mentally to cope with day to day life	53.33% 8	40.00% 6	0.00% 0	6.67% 1	0.00% 0	0.00% 0	15	1.60
People's sense of dependency	26.67% 4	13.33% 2	20.00% 3	26.67% 4	6.67% 1	6.67% 1	15	2.93

Table 25: Health and well-being of young people

A Green Light is awarded in this area

Economic Capital

The services or help provided by volunteers may have economic effects on the community. Young people were asked to rate how much they thought the volunteers' work contributed to certain areas such as, *'Providing valuable services that wouldn't otherwise be available'*, and *'Saving money in public services e.g., through lower mental health service dependency.'*

It became clear however that the young people that responded to the survey were unclear on certain aspects that may be affecting this area.

Nonetheless, it was generally agreed that the value of the services provided by volunteers is undeniable with 86% of respondents stating that they either 'strongly agreed' or 'agreed' with the statement that *'People would not be able to afford the services if they had to pay for them.'*

However, there was little consensus in responses to questions in the survey regarding the possibility that volunteers played a positive role in improving employment chances or whether they saved public money in services such as dependency on mental health services. When raised with the focus group, young people stated that, *'I was not in a great spot when*

I joined this group. The volunteers and everyone in this group has been really helping with my mental health.’ Also, ‘When the volunteers share their life experience it makes you feel a little less like you are on your own and that boosts your mental health.’

The above quotes from young people in the focus group demonstrate the potential positive impact that the volunteers have on the wider society. Simply put, the young people who access these services identify themselves as having improved mental health and acknowledge that this in turn may have prevented them from requiring generalised mental health services in the wider community.

Likewise, when asked about how young people felt volunteers impacted on the ‘Employability and financial situation’ for themselves, a number of respondents neither ‘Agreed’ nor ‘Disagreed’ or considered this to be a ‘Not relevant’ topic.

Nonetheless, one young person stated that; *‘BeLonG To creates a lot of opportunities for young people,’* which gives rise to the idea that they are aware of the economic impact that volunteers may have on their lives.

An Amber Light was awarded in this area

Social Capital

Young people at BeLonG To strongly believe that overall, the volunteers’ contribution has positive social effects on the community. This impact can be seen in many areas including, ‘Access to contacts and networks’, ‘Sense of trust in others’ and ‘Participation in local activities.’

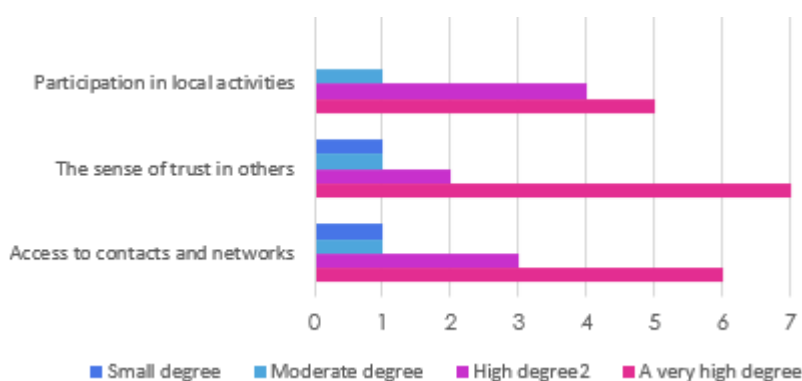


Table 26 Social effects on the community

Furthermore, 80% or more of all respondents stated that volunteers contributed either, ‘a high degree’ or ‘a very high degree’ to the development of, ‘New friendships and social activities’ and also in the area of friendships, networks and contacts.

With regards to young peoples sense of trust in others, ‘Trust in other people’ was also seen to have a positive change with respondents stating it had ‘increased’ or ‘increased greatly’. Comparable results were found with an increase in ‘Trust in voluntary organisations.’

Similarly, the response to the question concerning ‘Participation in local activities’ demonstrated that there was again an overall increase, at 91%, in areas such as, ‘People’s sense of being part of the community’, ‘People’s willingness to get involved in local activities’, at 82% and ‘People’s sense of having a say in local matters’ also at 82%.

Table 26: Participation in local activities

	INCREASED GREATLY	INCREASED	STAYED THE SAME	DECREASED	DECREASED GREATLY	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
▼ People's sense of being part of this community	54.55% 6	36.36% 4	0.00% 0	0.00% 0	0.00% 0	9.09% 1	11	1.82
▼ People's willingness to get involved in local activities	45.45% 5	36.36% 4	9.09% 1	0.00% 0	0.00% 0	9.09% 1	11	2.00
▼ Levels of volunteering	45.45% 5	27.27% 3	18.18% 2	0.00% 0	0.00% 0	9.09% 1	11	2.09
▼ People's participation in local campaigns or community actions	45.45% 5	36.36% 4	9.09% 1	0.00% 0	0.00% 0	9.09% 1	11	2.00
▼ People's participation in political activities	54.55% 6	18.18% 2	9.09% 1	0.00% 0	9.09% 1	9.09% 1	11	2.18
▼ People's sense of having a say in local matters	45.45% 5	36.36% 4	0.00% 0	0.00% 0	9.09% 1	9.09% 1	11	2.18

A Green Light is awarded in this area

Cultural Capital

The concept that BeLoNG To volunteers may have cultural effects on the community was put to the young people.

Once again, it is obvious that the young people at BeLoNG To have a very firm opinion of the contribution that volunteers make in areas such as *'The appreciation of the diversity of identities in the LGBTI+ community'*. 74% of young people stated that volunteers contributed either to 'a high degree' or 'a very high degree' in this area.

Similarly, 80% of young people felt that the volunteers contribution was to 'a high degree' or 'very high degree' concerning the *'Participation in Cultural, environmental and leisure activities'*. A small minority, (9%) felt the contribution in the above areas was to; 'a moderate degree' or 'not at all'.

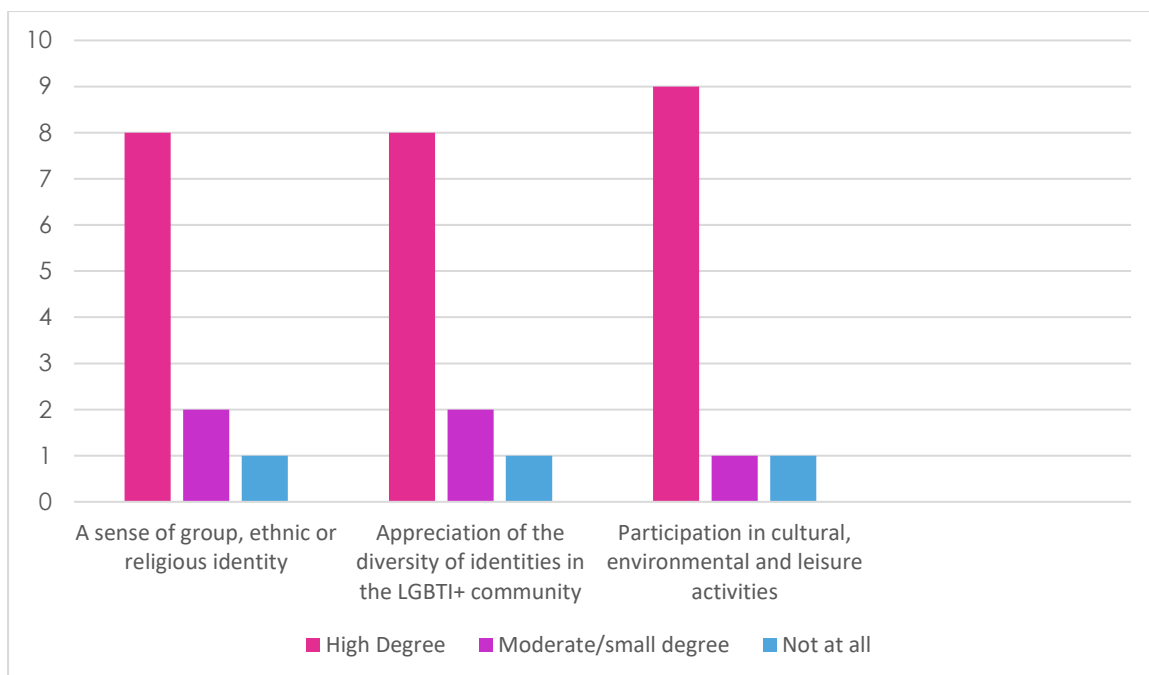


Table 27: How much volunteers contribute to cultural effects on the community

The young people at BeLonG To, acknowledge that volunteers have a positive effect on aspects such as their *'Sense of Identity'* with the majority of responders stating that; *'Opportunities to express aspects of their personal identities'* had either, *'increased'* or *'increased greatly'*.

One person stated, *'Although the youth leader for the group is a man, a lot of the volunteers are women and as a lot of us identify as that as well, this really helps too.'*

And also *'It wouldn't be the same without the volunteers. They bring something to a group without even realising it and are living proof that young people can be like them when they get older. Not only are they kind, generous and hardworking but they give us hope as young people that we may not find around us every day'*.

In addition to this, 82% of young people also stated that their *'Understanding and Tolerance between different identities'* had also *'increased'* or *'increased greatly'*.

A Green Light is awarded in this area

Young Peoples Voices

When asked how they felt about BeLonG To volunteers, the young people said amongst other things:

'They seem like they really, really enjoy it.'

'The volunteers bring a lot of themselves into the group sessions.'

'They really care, you know if you ever want to talk to them, you can.'

Conclusion

Staff, volunteers and young people who responded to the survey including attendees at the focus groups, present an extremely positive picture of volunteering within the organisation which is to be commended.

Staff report the positives of engaging volunteers and also the fact that the organisation could not carry out its tasks without volunteers. It is widely considered that there is a unique relationship between the volunteers and the young people who access services as they act as role models and give inspiration and hope for their future.

BeLonG To volunteers unequivocally feel supported in their role and a part of the bigger organisation. They feel valued, trusted and that they make a difference.

The impact they have on the young people is also evident as all those who responded to the survey and attended the focus group spoke very highly of the positive influence of volunteers at BeLonG To.

In order that these excellent standards are sustainable as the organisation grows, a volunteer strategy should be developed. It is important that volunteers assist in the development of this.

Volunteer Management Recommendations

- BeLonG To staff recognise the fact that volunteers assist them in their roles. It is evident that staff wish to continue to harness and expand the support offered by volunteers in the future. It would be beneficial to staff members if they received training in order to assist them in providing the framework for engaging volunteers across various services that BeLonG To offers
- Further to this, each area of service should be supported to explore the development of volunteer roles specifically to expand their capacity. The development of role descriptions in particular, could help define the roles and tasks required in each area.
- In order to develop sustainable, phased growth of the existing volunteer programme, it is important that a volunteer strategy is developed. This will ensure the volunteer programme grows in a systematic manner with input from the existing volunteers.
- It is suggested that a diversity and inclusion strategy be created for BeLonG To that will encompass diversity monitoring on an anonymous basis. This will help to plan for the annual, targeted recruitment of one underrepresented group. Diversity monitoring is already acknowledged at BeLonG To and can cover a wide range of areas including disadvantage, discrimination based on location, access to technology etc.
- The development of virtual volunteering and volunteering from home roles will help to ensure the sustainability of the BeLonG To volunteer programme as well as offer an alternative form of engagement during the time of the pandemic. In a post pandemic world, these alternative forms of engagement are likely to continue in many situations to a greater or lesser degree.
- It is evident that volunteers are very satisfied with the level of support and training they receive at BeLonG To. As the volunteer programme grows, it is important that these positive

standards are upheld. A volunteer strategy would support this by utilising the skills of existing volunteers or 'volunteer coordinators' or 'team leaders' who can then link in with the volunteer manager.

- There is an opportunity to develop or adapt existing training in order that it can be offered online during the time of the pandemic.
- It is important that volunteers are aware of the fact that they can claim expenses. This information can be included in documents such as the volunteer handbook. This may help for example, in instances where a volunteer feels excluded as they do not have the access to funds for transport to local groups or services.
- The positive economic impact that volunteers have on the community should be acknowledged more widely. It is suggested that information on same might be distributed more widely through the annual report, recognition programs, and volunteer recruitment campaigns.
- To build on BeLonG To's commitment to quality volunteering experiences and raise external awareness of the positive experiences of volunteers in the organisations by adopting the Investing in Volunteers award in volunteer management.
- To enhance the information flow to volunteers regarding the impact the organisation is having for LGBTI+ youth through the creation of appropriate communications and feedback mechanisms.

Appendixes 1 – 3

1. Online survey for Volunteers
2. Online survey for Staff
3. Online Survey for Service Users

Online Survey for Volunteers

Thank you for choosing to volunteer with BeLonG To

BeLonG To Youth Services greatly value our volunteers and would like to take steps to measure the impact of our volunteer programme. To do this we are using The Volunteering Impact Assessment Toolkit (VIAT) - a framework for volunteer-involving organisations which helps assess the impact of their volunteer programme on key stakeholders such as: volunteers, the host organisation, service users, community partners and the wider community.

To help us take part in this assessment, we would really like to get your feedback, to assess the difference your volunteering makes, and would like to invite you to take part in our survey.

All responses are strictly confidential and are used to provide general feedback to us and our stakeholders. It also enables us to improve our volunteer programmes in the future.

The survey should take approx. 10 minutes to complete. Thank you for your time, we value your feedback. This survey is being carried out independently by Volunteer Ireland on behalf of BeLonG To.

Stuart Garland (He/Him)
Training & Programmes Manager
Volunteer Ireland

* 1. What activities do you carry out as a volunteer with BeLonG To?

* 2. How long have you been volunteering with this organisation?

- | | |
|--|--|
| <input type="radio"/> Less than one year | <input type="radio"/> 6–10 years |
| <input type="radio"/> 1–2 years | <input type="radio"/> 11 years or more |
| <input type="radio"/> 3–5 years | |

* 3. How often do you volunteer with this organisation?

- | | |
|--|---|
| <input type="radio"/> One day a week or more | <input type="radio"/> Very occasionally |
| <input type="radio"/> One or two days a month | <input type="radio"/> Once only |
| <input type="radio"/> A couple of times a year | |

Satisfaction with training and support

* 4. Are you satisfied with the training you have been offered as a volunteer?

☐ Very satisfied

☐ Dissatisfied

☐ Satisfied

☐ Very dissatisfied

☐ Neither satisfied nor dissatisfied

* 5. Are you satisfied with the level of help and guidance you receive as a volunteer?

☐ Very satisfied

☐ Dissatisfied

☐ Satisfied

☐ Very dissatisfied

☐ Neither satisfied nor dissatisfied

* 6. Are you satisfied with the opportunities you have been given for social events with other volunteers and/or staff?

☐ Very satisfied

☐ Dissatisfied

☐ Satisfied

☐ Very dissatisfied

☐ Neither satisfied nor dissatisfied

7. What additional training or support would help you as a volunteer at this organisation?

* 8. Access to training courses and/or certificates

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
I have received enough training to carry out my tasks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have access to courses that are of direct relevance to my volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is important to me that I can obtain accreditation or qualifications through my volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The training courses are of good quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to have more opportunities for training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 9. Support for volunteering through good management

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
I am satisfied with the awards/certificates I have received for my volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I do not feel my skills are well utilised	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am aware of what is expected of me most of the time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am aware of what I can expect from the organisation most of the time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I get support whenever I need it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like the volunteering to be better organised	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People value the contribution I make to the organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 10. Access to social events with other volunteers and/or staff**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
There have been a good number of social events organised	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The social events are not well attended	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The social events are enjoyable and useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The social events are held at convenient times and locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The impact of volunteering

* 11. Listed below are some of the ways that people gain personally from being a volunteer. Have any of the following increased or decreased for you? Please tick the box that applies to you.

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
My personal development (eg confidence, self-esteem, self-management)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My skills (eg from teamwork through to computer skills)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My general health and well-being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 12. Personal development

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
My confidence in my own abilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My sense of self-esteem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My sense that I am making a useful contribution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My awareness of the effects of my actions on others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My sense of motivation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My willingness to try new things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The sense that I have things to look forward to in my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 13. Skills development

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
My social and communication skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My ability to work as part of a team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My ability to make decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My ability to lead or encourage others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My ability to organise my time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vocational or job-related skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Literacy and numeracy skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 14. Health and wellbeing

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
My physical health and wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My mental health and wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My fitness levels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Economic Capital

* 15. Volunteering can affect some people economically, in terms of what they might gain from volunteering but also in terms of the costs of volunteering. Please tick the box that summarises how much you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
I have access to free training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have increased my earning power	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All the expenses I incur as a volunteer are reimbursed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 16. Value/access to free training

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
The organisation gives me access to further training for free	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have benefited from the opportunities for further training and education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 17. Employability/increased earning power

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
My volunteering has increased my ability to get paid work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My employability has not increased as a result of being a volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering has improved my chances of being recognised or promoted in my paid job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 18. Costs/non-repayment of out-of-pocket expenses

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
My out-of-pocket expenses are reimbursed promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am allowed to claim back out-of-pocket expenses, eg food and travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I sometimes find myself out of pocket as a result of volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Social Capital

* 19. Listed below are some of the ways in which people gain through the social links they develop through volunteering. Please tick the box that summarises how much the following have increased or decreased for you.

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
Access to new contacts and networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sense of trust in others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participation in local activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 20. Friendships, contacts and networks

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
My range of friendships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of contacts that I can call on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My participation in social gatherings and activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My support and information networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 21. Sense of trust in others

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
My trust in other people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My trust in voluntary organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My trust in organisations in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A feeling of being included and not being alone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My willingness to look out for other people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling that this is a safe place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Cultural Capital

* 22. Volunteering can impact on people's sense of cultural identity in a number of ways. Please tick the box that summarises how much the following have increased or decreased for you.

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
My sense of community, ethnic, faith or religious identity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My appreciation of other people's cultures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My participation in cultural, environmental or leisure activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 23. Sense of cultural (group or ethnic) identity

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
My understanding of different cultures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My sense of belonging to the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to express different aspects of my identity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Please tell us more about any of the impacts described above

* 25. Would you recommend volunteering with this organisation to other people?

- ☐ Yes
- ☐ No
- ☐ Dont know

26. What are the main benefits of volunteering with this organisation?

27. What are the main drawbacks or challenges of volunteering with this organisation?

28. Is there anything else that you would like to say about the volunteering you've been doing or the effects it has had on you? Please write it here.

Online Survey for Staff

BeLong To Youth Services greatly value our volunteers and would like to take steps to measure the impact of our volunteer programme. To do this we are using The Volunteering Impact Assessment Toolkit (VIAT) - a framework for volunteer-involving organisations which helps assess the impact of their volunteer programme on key stakeholders such as: volunteers, the host organisation, service users, community partners and the wider community.

To help us take part in this assessment, we would really like to get your feedback, to assess the difference volunteering makes.

We would be very grateful if you could find a few minutes to fill in this survey. It will help BeLong To Youth Services assess the effects of the work of our volunteers and understand more about the experiences of staff working with them

All responses are strictly confidential and are used to provide general feedback to us and our stakeholders. It also enables us to improve our volunteer programmes in the future.

The survey should take approx. 10 minutes to complete. Thank you for your time. This survey is being carried out independently by Volunteer Ireland on behalf of BeLong To.

Stuart Garland (He/Him)
Training & Programmes Manager
Volunteer Ireland

* 1. How long have you worked for this organisation?

- ☐ Less than 1 year ☐ 6–10 years
- ☐ 1–2 years ☐ More than 10 years
- ☐ 3–5 years

* 2. What is your main form of direct contact with volunteers in the organisation?

- ☐ Directly manage
- ☐ Help supervise
- ☐ Work alongside
- ☐ None

* 3. As a member of staff, how often are you in direct contact with volunteers at this organisation?

- ☐ Less than daily, but at least weekly
- ☐ Less than weekly, but at least fortnightly
- ☐ Less than fortnightly, but at least monthly
- ☐ Infrequently

Satisfaction with services

* 4. To what extent do you agree with the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
Volunteers help us to deliver more services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers provide high quality services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers bring innovation to our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 5. How much do you agree with the following statements about volunteering and volunteer services provided for the organisation?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
Volunteers significantly increase the organisation's capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have enough volunteer time put into the organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The organisation is over-reliant on its volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers provide a good range of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers bring added value to our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of volunteers' work could be improved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers help increase users' access to other services/supports in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers enable our organisation to introduce and develop innovation in our services/supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers prefer to do things the way they always have	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers bring in fresh ideas about serving our users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Human Capital

* 6. Staff development

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
They help make my job easier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They enable me to do work that I would otherwise not have time for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They take up too much of my time and energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They contribute to my own awareness and thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They contribute to my own personal and professional development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They distract me from getting on with my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 7. The diversity of the organisation's workforce

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
Volunteers have a wide range of backgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They are a wide variety of ages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They are a good mixture of men and women	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They are happy to work with a diverse group of people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 8. The organisation's development

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
Volunteers bring good ideas into the organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers have too much influence over the way the organisation develops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers keep us in touch with the community and its needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers increase our sustainability as an organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Economic capital

* 9. The value of the organisation's work

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
Volunteers are good value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They enable us to do work we would otherwise not be able to afford to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
They are not cost effective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 10. The income of the organisation

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
Volunteers are a significant source of fundraising for the organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving volunteers costs more than they represent in income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By involving volunteers in our work, we are able to attract grants from funders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 11. The creation of new jobs in the organisation

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
Volunteers often go on to get paid work within our organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Without volunteers we would find it easier to make the case for funding for paid jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Social Capital

* 12. Recruiting and retaining quality paid staff

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
The paid staff and volunteers complement each other well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The presence of volunteers has a positive effect on staff morale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Some staff are not happy with the role and influence of volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 13. Recruiting and retaining quality volunteers

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
The volunteers work well together	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The volunteers have high morale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are tensions between different groups of our volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The volunteers help attract new people to volunteer in the organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers are likely to stay with us for a long time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 14. Enhancing the organisation's reputation

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
The volunteers act as good ambassadors for the organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The volunteers tend to make us look amateurish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers enhance our reputation in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Cultural Capital

* 15. Creating a diverse organisational culture

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
The volunteers help create a varied cultural atmosphere in the organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The volunteers' presence helps us to remove any racism or cultural bias from our work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Impact

* 16. On a five-point scale of A to E (where A = a very high degree and E = not at all) how much do volunteers impact on the development of the organisation and staff?

	A very high degree	A high degree	A moderate degree	A small degree	Not at all	Not relevant
Staff development, eg leadership skills, management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The diversity of the organisation's workforce	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The organisation's development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 17. On a five-point scale of A to E (where A = a very high degree and E = not at all) how much do volunteers impact on the following economic aspects of the organisation?

	A very high degree	A high degree	A moderate degree	A small degree	Not at all	Not relevant
Delivering work we otherwise couldn't afford to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The income of the organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The creation of new jobs in the organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 18. On a five-point scale of A to E (where A = a very high degree and E = not at all) how much do volunteers contribute to the following aspects of your organisation?

	A very high degree	A high degree	A moderate degree	A small degree	Not at all	Not relevant
Recruiting and retaining quality paid staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recruiting and retaining quality volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhancing the organisation's reputation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Referring to any of the aspects in the list below, what are the most negative or least satisfactory aspects of the effects of volunteers on the organisation? Please describe them and say why they have a negative effect.

20. On paid staff:

21. On the organisation as a whole:

22. On the services you provide:

23. On your users/clients/service recipients:

24. On your organisation's reputation and profile:

25. On the local community:

* 26. How well does the organisation manage and support its volunteers? Please indicate your level of agreement with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
Volunteers receive sufficient training for their roles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers are well managed/supported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequate levels of resources are spent on volunteer support/management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please write any further comments or thoughts you have about the impact of volunteering on the organisation, its staff and services

About you

* 28. Do you consider yourself to have a disability?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Online Survey for Young People

BeLonG To Youth Services greatly value our volunteers and would like to take steps to measure the impact of our volunteer programme. To do this we are using The Volunteering Impact Assessment Toolkit (VIAT) - a framework for volunteer-involving organisations which helps assess the impact of their volunteer programme on key stakeholders such as: volunteers, the host organisation, service users, community partners and the wider community.

To help us take part in this assessment, we would really like to get your feedback, to assess the difference volunteering makes.

We would be very grateful if you could find a few minutes to fill in this survey. It will help us to understand more about the difference that volunteers make to those who use or receive services.

We may use your feedback to improve our services. All responses are strictly confidential and are used to provide general feedback to us and our stakeholders. It also enables us to improve our volunteer programmes in the future.

The survey should take approx. 10 minutes to complete. The survey is being carried out independently by Volunteer Ireland for BeLonG To.

Stuart Garland (He/Him)
Training & Programmes Manager
Volunteer Ireland

* 1. How much do you know about the BeLonG To Youth Services and the work its volunteers are carrying out in this area?

- ☐ A lot - Please answer the remaining questions
- ☐ A little - Please answer the remaining questions
- ☐ Nothing - Thank you for your help. Please return the questionnaire

* 2. Looking at the work of BeLonG To Youth Services volunteers as a whole, how do you think it is affecting the local community?

- ☐ Making a noticeable difference
- ☐ Making a small impact
- ☐ No noticeable effects

Satisfaction

* 3. To assess the impact of BeLonG To Youth Services and its volunteers on the local community, please look at the list below and indicate how satisfied you are with each aspect of the help or services the volunteers provide.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not relevant
The amount of services or help they provide for local people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the services or help they provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Innovation in the services and help provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Are there any negative or unsatisfactory effects of the volunteers' work on the local community? Please describe them and say why they have a negative effect.

* 5. Quantity of services

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
If the services stopped, many people would be left without help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is too much reliance on volunteers to provide services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 6. Quality of services

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
Because they are volunteers, they bring special qualities to what they do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The volunteers increase people's access to other services in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 7. Innovation in services

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
The volunteers enable the organisation to be more innovative in its services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The volunteers are not very imaginative and deliver the same old services all the time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The volunteers are always coming up with new ideas and ways of helping people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Human Capital

The work of volunteers can improve things for the community, for example by increasing confidence. Please indicate whether the following have increased or decreased in the community as a result of the volunteers' work.

* 8. The services or help provided by BeLonG To Youth Services volunteers may have effects on young people looking for support. On a five-point scale of A to E (where A = a very high degree and E = not at all) how much do you think volunteers impact on these aspects of the local community?

	A very high degree	A high degree	A moderate degree	A small degree	Not at all	Not relevant
The personal development of individuals within the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The community's knowledge base	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The health and well-being of young people in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 9. Personal development

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
People's sense of self-esteem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's willingness to try new things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's sense that they have things to look forward to in their lives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 10. Health and well-being

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
People's physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's mental and emotional health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether people feel able mentally to cope with day to day life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's sense of dependency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Economic Capital

To help us get a sense of the value of the volunteer services to the community, please say how much you agree or disagree with the following statements.

* 11. The services or help provided by volunteers may have economic effects on the community. On a five-point scale of A to E (where A = a very high degree and E = not at all) how much do you think the volunteers' work contributes to each of the following?

	A very high degree	A high degree	A moderate degree	A small degree	Not at all	Not relevant
Providing valuable services that wouldn't otherwise be available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving people's employment chances and financial wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saving money in public services eg through lower mental health service dependency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 12. Value of services

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
If the volunteer services were not available, it is unlikely people would be able to get them from somewhere else	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If people had to pay for the services, they would not be able to afford them on a regular basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Employability and financial situation

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
It has helped people get into training or education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It has created new jobs in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The community has better financial prospects for the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 14. Value for money

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
Volunteering saves public spending by relieving pressure on public services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering has little or no effect on value for money in public services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering has reduced anti-social behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering has reduced demand on the health service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering has helped people get off benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering enables more people to live independently in their own homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Social Capital

Listed below are some of the ways in which the community may be affected through the social links made as a result of volunteers' activities. Do you believe that any of these increased or decreased in this community because of the volunteers

* 15. The volunteers' work may have social effects on the community. On a five-point scale of A to E (where A = a very high degree and E = not at all) how much do you think the volunteers' work contributes to each of the following?

	A very high degree	A high degree	A moderate degree	A small degree	Not at all	Not relevant
Access to contacts and networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The sense of trust in others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participation in local activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 16. New friendships, contacts and networks

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
New friendships and social activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of contacts that people can call on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's range of friends and acquaintances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's access to support and information networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 17. Sense of trust in others

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
Trust in other people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trust in voluntary organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's feeling of being included and not being alone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's willingness to look out for each other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People feeling that this is a safe place to access support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 18. Participation in local activities

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
People's sense of being part of this community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's willingness to get involved in local activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Levels of volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's participation in local campaigns or community actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's participation in political activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's sense of having a say in local matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Cultural capital

Volunteers' work can have an effect on some people's sense of belonging to a particular culture or group. Have any of these increased or decreased in this community because of the volunteers?

* 19. The work of volunteers may have cultural effects on the community. On a five-point scale of A to E (where A = a very high degree and E = not at all) how much do you think the volunteers' work contributes to each of the following?

	A very high degree	A high degree	A moderate degree	A small degree	Not at all	Not relevant
A sense of group, ethnic or religious identity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appreciation of the diversity of identities in the LGBTI+ community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participation in cultural, environmental and leisure activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 20. Sense of identity

	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant
Understanding and tolerance between different identities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People's sense of their group or ethnic or religious identity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to express aspects of their identity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Is there anything else that you would like to say about the volunteers and the effects they have on the community? Please write it in here.

* 22. Would you refer someone to BeLonG To Youth Services as a potential user or recipient of their volunteer services?

☐ Yes

☐ No

23. If **yes**, what do you think would be the main benefits to them?

24. If **no**, why? What would be the disadvantages or drawbacks?

About you

Please fill in the following details about you – they will be kept completely private.

25. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Other

26. If other, please describe.

* 27. What was your age on your last birthday?

* 28. What is your ethnic group?

- | | |
|---|--|
| <input type="radio"/> Asian/Asian British | <input type="radio"/> White |
| <input type="radio"/> Black/African/Caribbean/Black British | <input type="radio"/> Other ethnic group |
| <input type="radio"/> Mixed/Multiple ethnic groups | <input type="radio"/> Prefer not to say |

29. If other ethnic group, please describe.

* 30. Do you consider yourself to have a disability?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say