



Welcome

Thank you for participating in this research.

We hope that by gaining greater insight about volunteering we are more able to support our members and volunteering across the sector.

In addition, we hope the insights and evidence gathered will enable individual organisations or volunteering departments to improve their volunteering practice in line with current sector approaches and best practice.

And finally, that we will be able to measure improvements over time through subsequent surveying.

This Guidance, the frequently asked questions, see **appendix 1** and the glossary of terms, see **appendix 2**. will support your completion of the Heritage Volunteer Group Survey 2019

For more information or if you have any questions then please email heritagevolunteeringgroup@gmail.com

Survey

The Survey is targeted at an organisational level and we would encourage individual organisations to submit a single survey per organisation.

The survey explores details about:

- **your organisation** - how you staff your volunteer programme, the number of volunteer managers and budgets size, funding bids and direct income;
- **your volunteer footprint** - numbers, frequency, length of service, roles, base; and
- **your volunteer profile** employment status, age, gender, sexual orientation, disability, ethnicity and religion.

To answer these questions, you may need to access other information held by your organisation. The Survey has been designed so you can view all questions in advance.

Equally you may find that your organisation does not collect the information of interest, where this is the case please leave these questions **blank**.

The findings from this research we be presented at the Heritage Volunteer Groups Annual Conference, a highlights document will be published on the website and a full report will be made available to Heritage Volunteer Group members. More information about the conference can be found here: <https://www.railwaymuseum.org.uk/whats-on/heritage-volunteering-2019-leading-all-levels>

The information gathered will be used, stored and deleted in line with Data Protection Act (1998) 2018. For information about this please email heritagevolunteeringgroup@gmail.com

Survey Guidance

The following guidance relates to the questions in the Survey. It has been grouped in relation to individual pages.

Page 1 - Your Organisation

A single survey should be completed by per organisation.

Primary purpose relates to what your organisation does first and foremost. If you choose Other there will be a space to add more information

For example, sector body or funder

The **organisational description** relates to the type of organisation, often associated with its governance or funding. If you choose Other there will be a space to add more information

For example, non-departmental public body, membership or arms-length organisation.

The word **operate** relates to your mandate and remit, site locations or programming activities however frequently or infrequently. We are not interested in any international working.

The word **location** relates to where your organisation is based and operates.

Income is defined by any money generated (commercial, endowments or interest), gifted (bequests, donations or funded (annual, project or programme funding).

Headcount is measured as the number of people within an organisation regardless of whether they are part-time or full-time paid employees and does not include zero-hours contracts. Headcount should be taken at the point you complete the survey.

Page 2 - Staffing your volunteer programme

Job titles may vary across organisations please choose the titles/ hierarchy that best fit. Where someone is responsible for volunteering although that is not their primary focus then please record this information within this option

If you have none of the above, who has accountability for managing your volunteer programme.

Page 3 - Volunteer managers and budgets size

Headcount is measured as the number of people who directly supervise volunteers, this can include supervision at distance where a volunteer works from home or at another site. Headcount should be taken at the point you complete the Survey.

The **annual budget** allocated should any money allocated to the recruitment, selection, training, reward or expenses. This does not include staff costs.

The **spend figure** should include all spend associated with volunteers, recruitment, selection, training, reward or expenses. This should not include staff costs.

Page 4- Volunteer numbers

Headcount is measured as the number of volunteers in whatever capacity, hours or frequency they work. Headcount should be taken at the point you complete the Survey.

Headcount is measured as the number of volunteers you have recruited within this timeframe.

Please include **volunteer hours** rounded up to a full number.

Pages 5-9 - Frequency, Length of service, Volunteering roles, Volunteer base and Employment status

No guidance required

Page 10 - Funding bids and direct income

This is the **number** of funding bids awarded not the value of the funding bids.

Volunteer-led activities are defined as any activities that are undertaken by a volunteer that are directly chargeable for example a children's workshop or a guided tour.

Page 11 – 13 - Age, Gender, sexual orientation, disability and ethnicity; and Religion

Not all organisations capture volunteer demographic information, and even for the ones that do they may not capture information for all the characteristics. If you don't capture this information leave it blank.

If you do not have precise information you can provide a good estimate - for example accurate to 10%.

Appendix 1 – Frequently Asked Questions

How many surveys should be submitted per organisation?

We are expected one survey per organisation.

What if I can't get access to this information?

If you know someone else within the organisation does have access to this information, then please pass the survey link to them to complete.

What if we don't capture this information?

We recognise that for some questions you may not be able to know the precise answer. In such a case, we are happy for you to give an answer that represents a good estimate - for example accurate to 10%. This might be based on:

- a database of volunteers that you have
- a survey of volunteers you have undertaken
- your own general knowledge or that of others

For example: if you don't know the total number of volunteers from an ethnic minority but do know that in a recent survey in which a quarter of volunteers took part some 7% of volunteers were from an ethnic minority.

Do we have to complete every question?

All questions are optional. If you are not able to provide a good estimate, we would prefer you to leave the question blank.

What do you mean by volunteer?

We define a volunteer as someone who gives their time, of their own free will, unpaid for your organisation,

How will this information be used and stored?

The information and the data gathered will be used, stored and deleted in line with Data Protection Act (1998) 2018.

The findings from this research will be presented at the Heritage Volunteer Groups Annual Conference, a highlights document will be published on the website and a full report will be made available to Heritage Volunteer Group members.

Where do I go if I want more information?

Please email heritagevolunteeringgroup@gmail.com

Appendix 2 - Glossary

Definition of a volunteer

We define a volunteer as someone who gives their time, of their own free will, unpaid for your organisation. Please include trustees and employer supported volunteers. Please exclude anyone undertaking a compulsory community service order or anyone undertaking compulsory volunteering as part of a job seekers' allowance claim.

Good estimates

A good estimate is the next best thing to precise information. A good estimate is where you feel comfortable that the information is accurate to 10%. If you are not able to provide a good estimate, we would prefer you to leave the question blank. **All questions are optional.**

Zeros and blanks

The distinction between zeros and blanks is important. If you do not wish to answer a question please just leave the field blank, do not enter a zero.

Equally please do enter a zero if your answer really is '0' as opposed to leaving it blank. For example, if you are answering a question on number of Volunteer Administrators and you do not have any people in such a role please do enter '0' as opposed to leaving the field blank.

Numbers not words!

For questions which ask you to input a number you will note that you can enter any characters that you wish! We ask that you please stick to entering just single numeric values in these questions and refrain from providing ranges or verbal clarifications.