



Annual Volunteer Survey

June 2024



THE MIX
Essential support for young people

BACKGROUND

This report utilises data from the annual volunteer impact survey, which was sent to 200 service volunteers in May 2024. It also references the NCVO's 2023 'Time Well Spent' report. The objective is to understand the overall volunteer experience, with findings contributing to the ongoing development of The Mix's volunteer program and other initiatives. This analysis aims to address the identified volunteer needs.

The survey had a **38%** response rate, with **75 volunteers** participating—an increase of 15% from 2023. Across all reviewed measures, there remains a high and increased level of satisfaction among our volunteers, with the majority reporting positive experiences.

Each year, the survey examines volunteer support, impact, and benefits. This year, following the volunteer ED&I analysis, an additional section was included to explore what volunteers gain from volunteering, focusing on their interests and skills.

Detailed analysis for specific categories is available on the following pages:

- Volunteer demographics
- Highlights
- Time Well Spent report comparison
- Support for volunteers
- Volunteer impact and benefits
- Volunteer interests and skills
- Volunteer experience and improvements

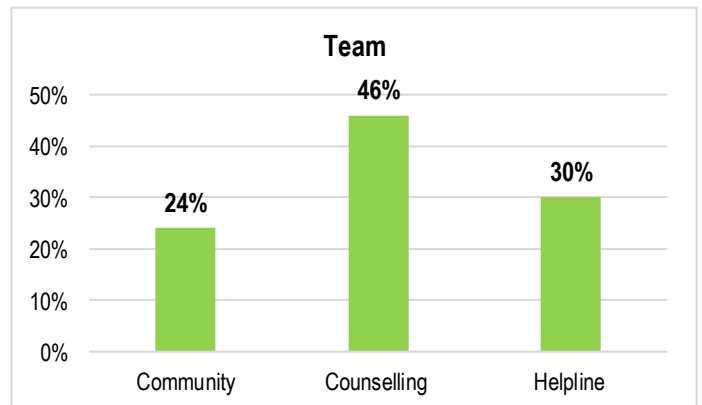
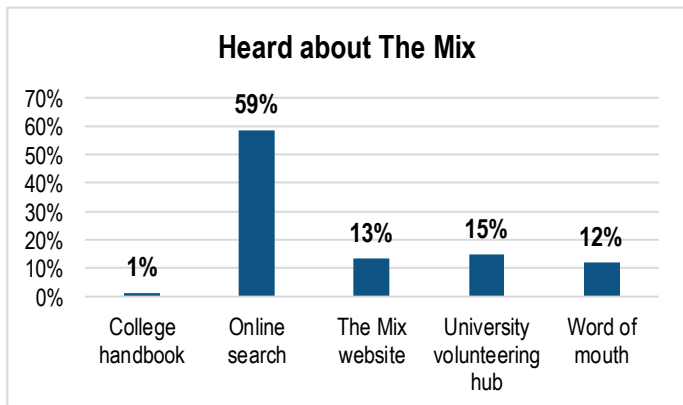
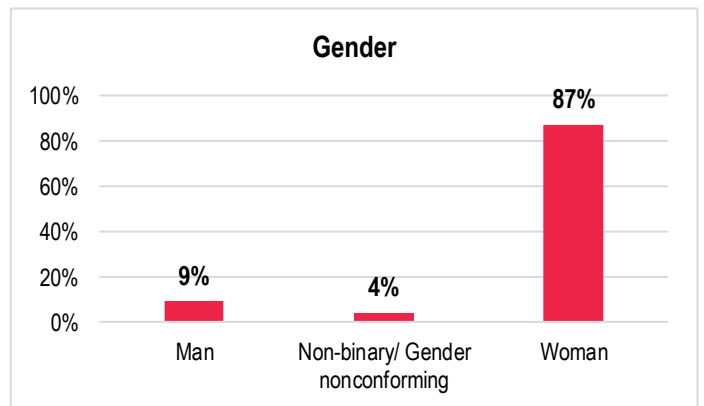
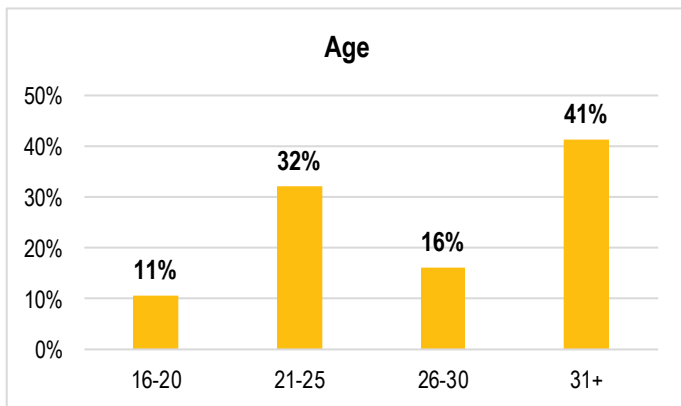
More detailed information will be provided to each team to highlight strengths and identify key areas for improvement.





VOLUNTEER DEMOGRAPHICS

Breakdown of demographic data from survey participants.



HIGHLIGHTS

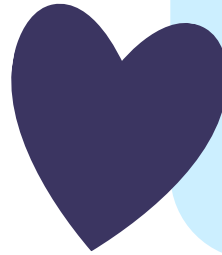
99%

feel **support** is always available to them



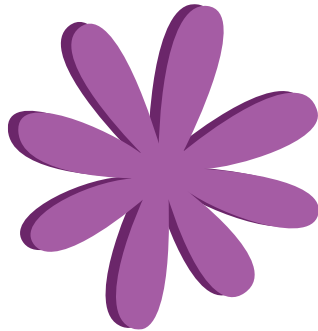
100%

feel **valued** by The Mix



100%

feel a sense of **fulfilment** volunteering



96%

feel they've learnt **new skills**

95%

are hoping to continue developing the **MH skills** gained in their current/ future **studies**



92%

are planning to use the **skills** developed in their current/ future **job**

TIME WELL SPENT FINDINGS vs MIX VOLUNTEERS

Time Well Spent is NCVO's major volunteering research programme. The research is based on survey data of 7,006 adults aged 18 and over in Great Britain.

It:

- looks at people's experiences of volunteering and barriers to volunteering
- aims to provide rich and practical insights that will inform practice and policy, address knowledge gaps, and generate new evidence.

The findings below are taken from the **2023 Time Well Spent** report compared to what **Mix volunteers** said in the **2024 annual volunteer survey**.

- **82%** of **18- to 24-year-olds** say they are **satisfied** with their volunteering
- **100%** of **Mix volunteers** aged **16- to- 25-years-old** feel **fulfilled**

- **74%** of **18- to 24-year-olds** gained **new skills**
- **100%** of **Mix volunteers** aged **16- to- 25-years-old** gained **new skills**

- **62%** of **18- to 24-year-olds** said volunteering improved their **employment prospects**
- **100%** of **Mix volunteers** aged **16- to- 25-years-old** feel volunteering increases their ability to **secure a job**



**SUPPORT
FOR
VOLUNTEERS**

SUPPORT

Under 'Support', we ask volunteers to rate their agreement with the following statements on a scale ranging from strongly agree to strongly disagree. The comparison of **2024 vs. 2023** results is shown below.

99% (91% in 2023) feel support is always available to them (77% strongly agreed and 21% agreed)

92% (96% in 2023) feel that there's support around personal and volunteer development (67% strongly agreed and 25% agreed)

95% (95% in 2023) feel that issues are resolved in a timely manner (71% strongly agreed and 24% agreed)

96% (93% in 2023) find feedback from The Mix useful (81% strongly agreed and 19% agreed)

99% (93% in 2023) feel they know who to contact when volunteering issues arise (77% strongly agreed and 21% agreed)

99% (97% in 2023) feel they have the resources to fulfil their role (75% strongly agreed and 24% agreed)

FEEDBACK ON SUPPORT

"The staff are really friendly and approachable. They always are there to support you even with personal things that you have going on, I couldn't fault them".

Community Volunteer

"Quick, kind support, I never feel like a nuisance or that I'm asking too many questions".

Helpline Volunteer

"The environment and space created by the individuals working for The Mix, is a safe, welcoming, and friendly one. It's been very positive so far, and I look forward to my Fridays when I get to Volunteer as a counsellor for them".

Counselling Volunteer

**VOLUNTEER
IMPACT
AND
BENEFITS**

Impact & Benefits

We also ask volunteers a series of questions regarding the impact they make and the benefits of volunteering at The Mix. They rate their agreement with the following statements on a scale from strongly agree to strongly disagree. Below is a comparison of the results from **2024 and 2023**.

Volunteer impact

96% (96% in 2023) feel they make a difference to the lives of young people (64% strongly agreed and 32% agreed)

100% (96% in 2023) feel valued by The Mix (84% strongly agreed and 16% agreed)

82% (70% in 2023) feel they have enough information about the impact of their volunteering on young people's lives (37% strongly agreed and 45% agreed)

99% (95% in 2023) feel there is a good fit between them and The Mix (73% strongly agreed and 25% agreed)

99% (98% in 2023) feel there is a culture of respect and trust at The Mix (85% strongly agreed and 13% agreed)

99% (96% in 2023) enjoy volunteering at The Mix (77% strongly agreed and 21% agreed)

100% (98% in 2023) feel a sense of fulfilment from volunteering at The Mix (83% strongly agreed and 17% agreed)

Volunteer benefits

93% (89% in 2023) feel their confidence has grown as a result of volunteering at The Mix (58% strongly agreed and 42% agreed)

96% (96% in 2023) feel they've learnt new skills (71% strongly agreed and 25% agreed)

95% (new question) are hoping to continue developing the mental health related skills / knowledge gained at The Mix in their current or future studies (83% strongly agreed and 12% agreed)

91% (88% in 2023) feel the skills gained will increase their ability to secure employment (69% strongly agreed and 31% agreed)

92% (new question) are planning to use the skills developed through volunteering at The Mix in their current or future job (79% strongly agreed and 13% agreed)

90% (new question) are hoping to use the skills developed at The Mix in a job in the mental health field

58% (63% in 2023) feel they have benefitted from the additional topic related training that has been offered (33% strongly agreed and 25% agreed).

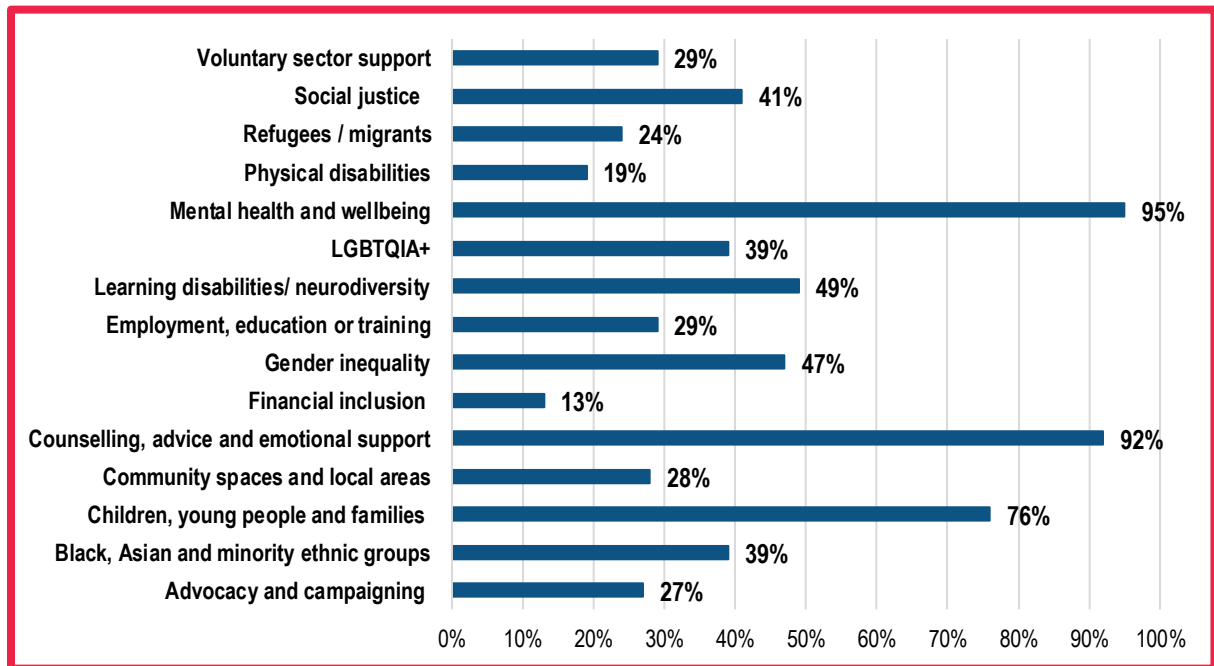
43% (63% in 2023) feel they have supported other volunteers (15% strongly agreed and 28% agreed)

36% (39% in 2023) feel they have more social contact as a result of volunteering at The Mix (15% strongly agree and 21% agreed)

**VOLUNTEER
INTERESTS
&
SKILLS**

Volunteer Interests

As expected, a significant majority of volunteers are highly interested in **mental health and wellbeing** (95%), as well as in **counselling, advice, and emotional support** (92%).



From the list of options provided, **none** of our volunteers selected the following categories:

- Animals/ wildlife
- Emergency services/ armed forces
- Faith and ethics
- International development
- Local/ community
- Museums/ heritage
- Social care
- Sports
- Substance misuse

Skills Gained

VOLUNTEERS UNDER 30

We asked volunteers to select the skills they feel they've gained from volunteering at The Mix:

- 91% of volunteers have gained **communication** skills
- 98% of volunteers have gained **emotional support** skills
- 82% of volunteers have gained **mental health/ wellbeing** specific knowledge
- 64% have gained **resilience** and **determination** skills
- 55% of volunteers have gained **charity sector** experience
- 61% of volunteers have gained **interpersonal** skills
- 9% of volunteers have gained leadership skills
- 7% of volunteers have gained presentation or public speaking skills
- 52% of volunteers have gained **problem solving** skills
- 39% of volunteers have gained skills related to obtaining a qualification
- 55% of volunteers have gained **team working** skills

100% of 16- 25-year-olds have gained **emotional support** skills

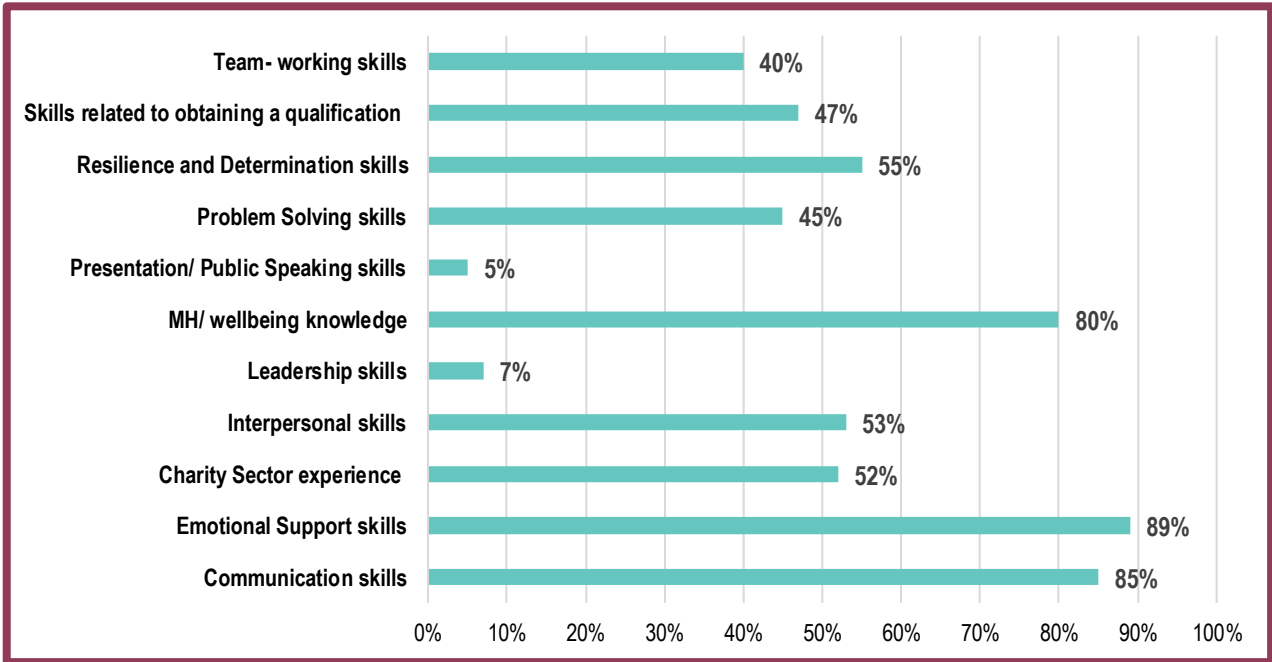
59% of 16- 25-year-olds have gained **charity sector** experience

66% of 16- 25-year-olds have gained **resilience** and **determination** skills

56% of 16- 25-year-olds have gained **team working** skills



ALL VOLUNTEERS



**VOLUNTEER
EXPERIENCE
&
IMPROVEMENTS**



VOLUNTEER EXPERIENCE

96%

of volunteers feel they have an opportunity to have their **voice heard**

99%

of volunteers feel The Mix takes volunteer **opinions/ suggestions** on board

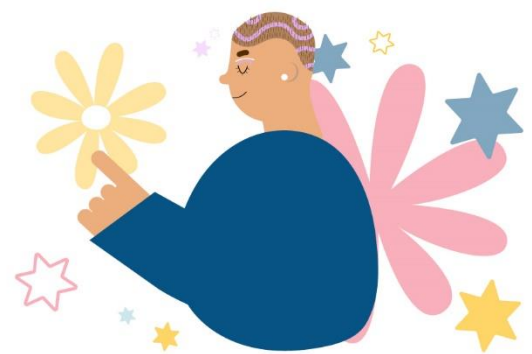
91%

of volunteers feel their volunteering experience has **met their expectations**

99%

of volunteers would **recommend volunteering** at The Mix to a friend





VOLUNTEER NEEDS IMPROVEMENTS

COMMUNICATION FROM TEAMS

“The only struggle I had sometimes was waiting for responses from the team”

“I don't like that sometimes they do not inform me when a client has cancelled before the session. More efficient a forwarding client communication”

“Sometimes the chats on WhatsApp get flooded with messages and it can be hard to keep track”

“A regular update communication so we know when to expect it and to check for it”

“Maybe more frequent and across different services, rather than separate for different services”

“Quicker response time”

SOCIAL INTERACTION

“I feel there should be more occasions to talk to other volunteers”

“Maybe have a weekly Q&A online drop in for new volunteers”

“Maybe more social engagements so we can get to know each other”

“Maybe a chat option for those before/after their sessions”

“More opportunities to interact with other volunteers”

TRAINING

“Vouchers for CPD courses for volunteers”

“Training opportunities from another organisations”

“Further training to develop your skills”

“More group training or signposting to such training, on specific frequently arising themes for young people”



**Thank
you**

from **THE MIX**