



## Our Survey Said ...

We recently asked our staff and our volunteers what they think of working with us

### This is what our staff said:

**Most of the staff work more than they are employed to do**, but are happy to do so because they really enjoy what they do and want to provide the best possible service. **All are happy with their work/life balance**

**Some of our staff have received an appraisal**, but many who work just over the summer had not and said that they would like to. This is something that we need to develop.

**All of the staff thought our training was excellent**, relevant and useful to their work – only 4 people hadn't received any training within the last year.

**Most of the staff meet with their teams outside of project**, although some felt it was a bit difficult to organise.

**94% knew how to report an incident or accident** and all felt very confident that things they reported on were dealt with. No-one felt that there was a blame culture within the organisation.

**Everyone knew what their role was** and most knew how well they were doing. The majority of staff felt they were fully involved in decision making.

**91% of staff** felt supported by the Trustees and 95% felt valued. All felt that communication was good, although sometimes there was too much post!

**97% of staff felt encouraged to work as a team**, clear feedback was seen as a plus and support in a personal crisis was fully endorsed with one comment *"awesome"* which sums it up nicely!

### This is what our volunteers said:

**70% were happy with the number of hours** worked at present, with some thinking of increasing.

**There were full marks for SoLO training!** All who had accessed training found it very useful, with some helpful ideas for future training.

**The response to attending socials** indicated a fairly low take up, with the Christmas Disco scoring the highest, and when asked if they wanted to socialise outside of their volunteering role, the majority said no with the obstacles to socialising mainly centred around lack of time between work commitments, shift work and demands of university courses.

**The response to communication** ranged from good to excellent in project staff and other staff. Newsletter communication was also excellent. Feedback to volunteers from parents and carers was not rated quite so high and individual communication from SoLO was mostly good.

**90% felt that they received sufficient information to be confident in their role** and 13 found the handbook useful. They unanimously agreed that they get huge personal satisfaction out of volunteering and the comments on why they volunteer with SoLO were wonderful, ranging from "a great way of supporting members and parents"; "good fun and a great team"; "nice people, easy to work with staff"; "giving something back"; "good organisation and truly supportive ethos".

**The vast majority of volunteers felt supported and encouraged** to work as part of a team, and that they knew what they needed to know and do. An even higher proportion felt that project leaders could be relied upon to give support in a difficult task or situation and could be approached in a personal crisis. Confidence in reporting an incident or accident on project scored highly, as did the fact that things were dealt with properly. Comments such as "I could not have a better project leader" and "I enjoy what I do very much" featured.

We asked what the Volunteers and Staff thought about their work with SoLO

- Most of them really enjoy what they do
- Most of them think the training is really good
- Most of them feel valued

A thumbs up for SoLO!

