# Volunteer Winter Survey 2024 Report

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## Section One: Executive Summary

### 1.1. What is going well

* The findings indicate a mostly positive volunteer experience, where respondents feel well-supported, comfortable being themselves, and that they are making a difference in the lives of others through volunteering.
* The volunteer engagement score has increased by seven points since it was last measured in July 2023.

### 1.2. What is not going so well

* While communication scores are respectable, the data indicates that this remains an area of inconsistency across the organisation, with respondents identifying slow or no responses to issues raised, insufficient contact from volunteer managers, and a desire for more personal communication beyond the necessities of their roles.
* Verbatim comments suggest that volunteers are not feeling valued by the RNIB as an organisation, exacerbated by recent organisational changes.
* Satisfaction measured through a Net Promoter Score has decreased by seven points since this was last measured in July 2023.

### 1.3. Where can RNIB make improvements

* Improvements need to be made around the consistency of communication experiences across different teams and managers.
* Highlighting and communicating the impact of volunteering on RNIB as an organisation will increase satisfaction, value, and recognition amongst volunteers.

## Section Two: Introduction

Volunteers play a crucial role across RNIB functions. Their contribution increases the capacity and reach of our services, and volunteering helps support blind and partially sighted people to live equitably. The purpose of this survey is to better understand the volunteering experience at RNIB: to ascertain what is working well and identify where future improvements can be made to our volunteering offer. The survey insight will inform the future work of our team as well as the wider organisation, and will allow us to monitor progress against our strategic objectives and vision.

## Section Three: Method

### 3.1. Data collection

The winter survey was open for a five-week period from Wednesday 10 January to Wednesday 14 February 2024. As a part of efforts to increase response rates, we trialled keeping the survey open for a longer timeframe than previously, and it remained live for an additional two and a half weeks. As a result of considerations regarding optimal accessibility, the survey was hosted on SurveyMonkey. Volunteers were invited to complete the survey through the Volunteer News on Wednesday 10 January. The survey link, information, and draft wording were posted internally on Workplace, to encourage volunteer managers and colleagues across the organisation to promote the survey amongst their volunteer networks. In addition, the survey was promoted among REVS volunteers, with the aim of better understanding the experience of volunteering for RNIB staff members.

A total of 165 responses were received. The decision was made to only include respondents that had completed at least the first page of the survey containing our core volunteering experience questions. Two respondents were removed from the analysis as they did not volunteer with RNIB. This left 140 responses for analysis, and 122 respondents completed the full survey. 135 volunteers provided their responses via the online survey link, and five respondents completed the survey by phone. The percentages are reported on based on the number of responses received for each question, and therefore the sample sizes will differ throughout this report.

## Section Four: Sample

### 4.1. Diversity and equality data

The main demographic characteristics of the survey sample have been shared below. Prefer not to say responses were removed from the analysis.

* The sample is skewed to older volunteers with 54% of respondents aged over 65.
* Majority of respondents are retired (65%) and one quarter of the sample work full-time or part-time.
* The sample is heavily skewed towards White volunteers (93%).
* The sample is fairly balanced between gender, with 45% of respondents male and 55% female.
* The sample is heavily skewed towards heterosexual volunteers (93%).
* Two thirds of respondents are sighted and 27% of respondents are blind or partially sighted.
* 28% of respondents have a disability, impairment or long-term condition aside from their sight status.

The full data tables for these questions can be found in the appendix.

### 4.2. Key volunteering data

* Responses were received from volunteers across several different teams, in particular Community Connection (24%), Fundraising (19%), Technology for Life (11%), and Transcription (11%). 8% of respondents are unsure which team they volunteer in.
* Of the 9% of respondents who selected the “other option”, many have identified that they volunteer with the Voice of the Customer team, and we will update our surveys to include this as a separate team going forward.
* 9% of respondents are RNIB staff members in addition to their volunteer role.

The full data tables for these questions can be found in the appendix.

### 4.3. Discussion

It is important to note the biases of the survey sample where some groups are under-represented, particularly around age and ethnicity. Caution should be taken when generalising the findings to the whole volunteer population at RNIB.

According to NCVO’s Time Well Spent 2023 research, younger volunteers and those from ethnic minority communities are more likely to report lower satisfaction compared to their counterparts. This sample is heavily skewed towards White volunteers (93%) and therefore the findings may be more positive than if more feedback was received from ethnic minority volunteers.

The sample is also skewed towards older volunteers who have retired. Although NCVO Time Well Spent 2019 data shows that those aged 65 and over are most likely to have volunteered recently, it is important to note that they may have different experiences than younger volunteers, particularly when it comes to the motivations for volunteering.

It is worth noting that where teams such as Sooty, Technology for Life and Transcription were the most well-represented in our most recent survey in July 2023. The considerably higher response rate from Community Connection volunteers in this survey may have significantly contributed to the changes in scores since this data was last measured, as results from this group are consistently above average. Due to small sample sizes, comparisons will not be drawn between different RNIB teams in this report.

## Section Five: Overall Experience

### 5.1. Results

* 84% of respondents feel supported in their volunteering role.
* 84% of respondents would recommend volunteering with RNIB to others
* 84% of respondents feel like they are making a difference in the lives of others through volunteering with RNIB.
* 81% of respondents agree their volunteer manager provides a good experience.
* 77% of respondents agree that RNIB is a great organisation to volunteer with.

#### Net Promoter Score

A Net Promoter Score (NPS) is a standardised measure of customer loyalty and satisfaction and will be embedded into all volunteering surveys moving forward. NPS scores are measured with a single question and reported with a number from -100 to +100, with a higher score being desirable. More information on the NPS measure and how to calculate it can be found [here](https://www.hotjar.com/net-promoter-score/).

The Net Promoter Score is +25. This is exactly on target, but is a two-point decrease since this was last measured in July 2023.

#### Volunteer Engagement Score

The volunteer engagement score is a key performance indicator that is reported into the organisational scorecard with a target of 80. The engagement score is an average of the percentage of volunteers who agree with four volunteering statements. The four statements are presented below:

* I feel supported in my volunteering role
* RNIB is a great organisation to volunteer with
* I feel like I am making a difference in the lives of others by volunteering at RNIB
* I would recommend volunteering with RNIB to others

The engagement score for volunteers is 82, which is above the target of 80. It is also a seven-point increase since this was last measured in July 2023.

#### Volunteer comments

Respondents were given the opportunity to share any further comments around why they gave these responses. The majority of comments received were positive, centring around support received from volunteer managers, the opportunity to make a difference in the lives of others and the flexibility of volunteering roles. Where issues were raised, these centred around poor communication experiences, a slow or inadequate training process, and the negative impact of recent organisational changes. A few quotes have been shared below.

“My manager is very appreciative of the work I do & never fails to say thanks. Any queries I have are dealt with quickly & efficiently so I feel that I matter. The people I help with are very grateful for my support & tell me, therefore I feel I am making a difference & want to do as much as I can.”

“The reason for not giving top ratings is that of poor communication. At times this leads to inconvenience and bad relations.”

“Facilities have been seriously cut back, local RNIB staff are forced to work in unacceptable accommodation and interaction with me as volunteer has become more difficult.”

“I like to volunteer for RNIB but the process of becoming a volunteer is more complicated and demanding than it needs to be for some of the roles. This can be a deterrent.”

### 5.2. Discussion

The findings indicate a mostly positive volunteering experience where respondents feel well-supported in their roles and that they are making a difference to the lives of others through volunteering. Many of these results demonstrate a notable increase from previous data, in particular the number of respondents in agreement that RNIB is a great organisation to volunteer with, which has increased by 14%. Moreover, the engagement score for volunteers has increased by seven points.

On the other hand, the data suggests that volunteer experiences remain inconsistent, which is particularly evident in the verbatim comments captured. These comments indicate that there is significant variation in the level of communication and support which volunteers are receiving across the organisation. Many of the comments received have explicitly linked the communication and support received to their motivation to volunteer. In addition, respondents have cited the essential training process as a deterrent to recommending volunteering with RNIB to others. The essential training which volunteers are required to complete has recently been reviewed and updated to better reflect the responsibilities of their volunteer role. Therefore, the hope is that measures around training will improve in future surveys.

It is worth noting that scores from Community Connection volunteers are particularly high. High responses were also received from RNIB staff volunteers. It is evident that there are differences in these results according to demographic characteristics, which will be explored in an additional report in the coming months.

### 5.3. Recommendations

* Ensure that volunteer efforts across the organisation are well-resourced.
* Communicate the impact of volunteer contribution on RNIB as an organisation, to ensure that volunteers feel valued and recognised.

## Section Six: Communication

### 6.1. Results

* 85% of respondents agree RNIB communicates with volunteers in their preferred format.
* 81% of respondents agree their volunteer manager is available to talk to if they need support.
* 80% of respondents are satisfied with the communication they receive from their manager.
* 79% of respondents agree RNIB communicates well with volunteers.

#### Volunteer comments

Respondents were given the opportunity to share any comments about how they would like to be communicated with, and 102 comments were received. The majority of comments centred on preferred communication methods, which were email or phone. While some positive comments were received, in particular around communication from volunteer managers, others cited inconsistent experiences and issues around accessibility, little or no follow-up to volunteer queries, the frequency of communication with managers, and a desire for communication beyond that which is strictly necessary for volunteers’ roles. A few quotes have been shared below.

“Volunteers should be contacted and supported re their workload and well being as well as when they are needed.”

“It would be nice to have occasional meetings with my manager and the other local volunteers.”

“My manager makes no effort in communication and in following through with tasks.”

“I receive phone calls, emails, text messages, and I am communicated with extremely well by my manager.”

### 6.2. Discussion

Overall, the findings suggest an improvement in communication experiences for volunteers, with a general increase in scores since this was last measured in July 2023. Agreement that RNIB communicates well with volunteers has increased by 12%, satisfaction with communication from volunteer managers has increased by 9%, and agreement that volunteer managers are available if they need support has increased by 6%. Scores are particularly high among Community Connection volunteers, and their responses suggest that volunteer managers in this team are providing a particularly positive communication experience.

It is worth noting that the particularly high scores from Community Connection volunteers, in particular around communication from volunteer managers, are likely to have increased the overall average and contributed significantly to the increase in scores.

Verbatim comments from volunteers suggest that there remain inconsistencies with regards to communication experiences, particularly in terms of the frequency of communication, and in receiving responses when issues are raised. This variation in communication experiences can be seen in the differentiation in scores from Community Connection volunteers and those from other RNIB teams, where differences are most apparent in questions around communication from volunteer managers.

### 6.3. Recommendations

* Conduct further research to identify areas of the organisation within which volunteers are receiving less consistent and positive communication experiences.
* Ensure that volunteer managers are clear on expectations with regards to how frequently they should communicate with volunteers.
* Ensure that volunteer managers are aware of how to access resources such as email templates and communication checklists to help facilitate regular and consistent communication.

## Section Seven: Accessibility, Diversity and Inclusion

### 7.1. Results

* 90% of respondents feel comfortable being themselves whilst volunteering with RNIB.
* 84% of respondents feel they have the opportunity to have their voice heard and to give feedback whilst volunteering.
* 65% of respondents feel their accessibility needs are met whilst volunteering with RNIB.

#### Volunteer comments

Respondents were given the opportunity to share any comments about how we could make their experience more inclusive and accessible, and 74 comments were received. Areas for improvement included better communication, providing social opportunities and the chance to connect with other volunteers, and the accessibility of volunteer training. A few quotes have been shared below.

“No improvement required. I love it & get a great deal of satisfaction through volunteering with RNIB.”

“Make communication easy, there is a lack of communication from both the organisation and my area of work. Support in my work, guidance which is lacking,”

“I know some of the starting out training and such like (like safeguarding) isn't super accessible, which considering you're the RNIB, is kind of ironic, but really needs sorting. There's lots of ways to provide this training in an accessible format, you know this. Please fix this, so I can feel more comfortable in recommending other blind and partially sighted friends of mine to volunteer.”

“The work we do is good and important, but it would also be good to have the ossasional social event.”

### 7.2. Discussion

The findings indicate that the majority of respondents feel that their accessibility, diversity and inclusion needs are met, and feel comfortable being themselves whilst volunteering. Over a quarter of comments received were positive and expressed satisfaction with current accessibility and inclusion efforts.

Where areas for improvement were identified, these centred around communication, training, the accessibility of online materials, and connection with other volunteers.

### 7.3. Recommendations

* Raise awareness of current events and social opportunities for volunteers.
* Gather further data to evaluate the accessibility of our new training offer once it has launched to measure any improvement in accessibility and the training experience.

## Section Eight: Wellbeing and support

### 8.1. Results

* 84% of respondents feel volunteering improves their wellbeing.
* 77% of respondents feel a sense of belonging through volunteering.
* 75% of respondents are satisfied with the essential training they were required to complete as part of their role. 7% of respondents are dissatisfied.
* 56% of respondents feel they have regular opportunities to review their role.

To support volunteer wellbeing, RNIB has partnered with Nudge, a platform which provides free financial education. Respondents were asked which topics they would like to be covered in Nudge masterclasses in 2024, in addition to an introductory session. The top three responses were none of the above (60%), Mid/later careers money: pensions, power of attorney and protecting your financial future (27%) and saving and investing (17%).

### 8.2. Discussion

The findings indicate that volunteers generally feel well-supported in their role, and that volunteering improves their wellbeing. The proportion of respondents who feel a sense of belonging through volunteering has increased by 7% since this was last measured in July 2023. Three quarters of respondents are satisfied with the essential training they are required to complete. This measure of satisfaction with the essential training will be used as a baseline going forward, to monitor any improvement following the launch of our new training offer.

### 8.3. Recommendations

* Gather insight into satisfaction with our new essential training offer after it is launched.
* Seek opportunities for volunteers to review their roles and responsibilities on a regular basis.
* Develop targeted promotion of Nudge masterclasses.

## Section Nine: Volunteer engagement events

### 9.1. Results

Respondents were asked to state their awareness of the range of events to support volunteers, both in their roles and in their personal lives.

* 74% of respondents are aware of the Festival of Volunteering.
* 40% of respondents are aware of Keeping in Touch (KIT) for Volunteers sessions.
* 37% of respondents are aware of Wellbeing Nibbles for volunteers.
* 21% of respondents are unaware of all of the events listed.
* 24% of respondents are aware of all of the events listed.

Respondents were asked to identify what, if any, are the barriers which would prevent them from attending online volunteering events. The top three responses were having the time to attend (35%), the timings of the events (25%), and unaware of events (24%). Respondents were able to add any additional barriers they experienced into the “other” option, and responses included travel expenses for face-to-face events, and a preference for events with their volunteer managers and teams.

Respondents were asked what topics they would like to be explored if they were to attend the Festival of Volunteering. The top three responses were to hear from blind and partially sighted people about their experiences with RNIB (62%), meet people who volunteer, work or are involved with RNIB (51%), and hear from volunteers about the impact and experience of volunteering with RNIB (44%). Respondents were able to add any additional topics they would like to see covered in the “other” option, and responses included technology training.

### 9.2. Discussion

The findings indicate that awareness of events remains low, in particular for Wellbeing Nibbles and Keeping in Touch for Volunteers sessions. Only 24% of respondents indicated that they are aware of all the volunteering events available, while over a fifth of respondents indicated that they are unaware of all of the events. Just under a quarter of respondents cited a lack of awareness of volunteering events as a key barrier to attending. The timings of volunteering events and having the time to attend them were identified as additional challenges.

### 9.3. Recommendations

* Ensure that volunteer managers direct volunteers to resources and events at the point of induction and provide reminders for those volunteering in longer-term roles.
* Explore marketing preferences and consent among volunteers to establish whether they can be communicated with directly about upcoming events.
* Vary the timings of volunteer events to ensure that they are accessible to as many volunteers as possible.
* When planning events such as the Festival of Volunteering, seek opportunities for attendees to hear from blind and partially sighted people, RNIB staff, and volunteers.

## Section Ten: Volunteer outcomes

### 10.1. Results

* Volunteering with RNIB has increased the understanding of sight loss and the associated barriers for 77% of respondents.
* 71% of respondents agree the expectations for their volunteering experience have been met.
* 67% of respondents have learnt or developed new skills through volunteering with RNIB.
* 54% of respondents have gained confidence through volunteering with RNIB.

#### Volunteer comments

Respondents were given the opportunity to share comments about what volunteering means to them, and 122 comments were received. Responses centred around developing or sharing skills, having a voice, the satisfaction of making a difference, and the chance to connect with others. A few quotes have been shared below.

“It's provided me a chance to help others by testing and expanding my skills around organization and also around event building (something I was previously rarely doing). It's also helping me build the changes I'd like to see, by creating communities in areas where there were previously none.”

“Making a difference to the lives of people with a visual impairment who are struggling and feeling isolated and hopefully baking them feel more included. Giving my time to something very rewarding.”

“A chance to have a say is very important to me. RNIB gives me a voice. Working with others to influence decision makers and make things better for VIPs.”

“It is an essential part of my life. I have been a volunteer ever since retiring: it keeps me in touch with people and makes me feel useful.”

Respondents were given the opportunity to share any further comments about their volunteer experience and 43 comments were received. While a number of these were positive, others identified issues around communication, support and technical training. A few quotes have been shared below.

“Volunteering has helped me cope with sight loss As I was very much in denial for a long time joining the RNIB has lessened the stigma I felt about Losing my sight, and being partially sighted . Volunteering with the RNIB has helped me far more than I have helped the RNIB. I’ve gained such valuable information and fabulous people.”

“With good communication, volunteering with RNIB could be a lot more enjoyable, and could give me a sense of achievement with proper support.”

“While the work done by RNIB is commendable. The level or quality of support offered can be a lottery depending on who or which department you speak to.”

“I volunteer for another organisation where the communication is dreadful & I don’t feel appreciated or supported by my manager but with RNIB my experience has been fantastic which makes me want to do as much as I can. I also am amazed at the amount of groups & support you provide for your clients. The people I work for are totally committed to their role which comes across to the clients. It’s a fantastic organisation.”

### 10.2. Discussion

The scores around volunteer outcomes have generally increased since this was last measured in July 2023. In particular, 10% more respondents have indicated that volunteering with RNIB has increased their understanding of sight loss and the associated barriers. Over two thirds of respondents have learnt or developed new skills, while over a half have gained confidence.

The findings emphasise the importance of the personal impact of volunteering, with respondents indicating that it gives them a sense of achievement, and adds value to their lives. Verbatim comments discuss the importance of being able to make a difference in the lives of others for respondents, and the ways in which volunteering allows them to have a voice and affect change. These elements of volunteering could be featured in promotional material. Furthermore, verbatim comments demonstrate that the personal impact of volunteering will be far greater with consistency in communication and support.

The data also indicates variation in the outcomes of volunteering across RNIB teams, with notably higher scores from Community Connection volunteers, particularly around learning and developing new skills.

### 10.3. Recommendations

* Use quotes and emphasise the personal impact of volunteering in promotional material.

## Section Eleven: Conclusions

The findings indicate a positive volunteer experience, where respondents feel supported by their managers, are comfortable being themselves, feel that they are making a difference in the lives of others, and would recommend volunteering with RNIB. Verbatim comments indicate that respondents value the opportunity to make a difference in the lives of blind and partially sighted people, as well as the chance to meet others.

However, a large proportion of the verbatim comments have cited negative volunteering experiences, which suggest that there remains considerable inconsistency across RNIB. In particular, these comments have oriented around a lack of support and communication. Experiences around training have also emerged as a key theme, with respondents requesting more technological training and guidance.

Verbatim comments received across all of the open-text questions indicate that volunteers feel less valued for their contributions by senior staff and RNIB as an organisation, particularly in the wake of recent organisational changes which may have materially impacted their operations. A few quotes have been shared below.

“With recent local changes, replacing the RNIB offices with woefully inadequate facilities for the staff and increased difficulties for volunteer access for material collection and return, it feels like central RNIB does not value the local team or it's work.”

“My managers support me as well as they are able with the facilities they now have available to them but I wonder if they and the other paid staff get the support that they need from people further up the chain of command. As far as I know, what RNIB do for people with sight disability is great but the relatively recent changes to the organisation and how it effects my area of volunteering have not been good and this definitely deters me from recommending it to someone who is keen to volunteer in order to help others and have a little bit of social interaction at the same time.”

“The Transcription Hub at Ivybridge where I volunteer is a shadow of its former self. The previous venue had proper recording studio facilities. Home recording is of inferior quality and the remote Desktop audio checking which I do was not fit for purpose at home. So I have to use the Hub which is a small noisy office. RNIB are saving money at the expense of volunteers and Sight Impaired users.”

This data raises questions around how our new purpose and strategy are being communicated to volunteers, and is an area which will be explored in future surveys. This data further suggests that more should be done to ensure that volunteers feel recognised and valued by RNIB as an organisation.

Whilst the survey has provided great insights into the volunteering experience, it is important to remember the biases of the survey sample. Caution should therefore be taken when generalising the findings to all volunteers at RNIB.

## Section Twelve: Final recommendations

* Explore methods for maximising survey engagement and response rates for representative insight, for instance by exploring any possible incentives which could be offered for completion.
* Gather additional insight to explore where there are inconsistencies in communication experiences for volunteers across RNIB.
* Ensure that volunteer managers have sufficient capacity for regular communication with volunteers, and to support volunteers with development needs such as reviewing their roles or developing skills.
* Demonstrate and communicate the impact of volunteering on RNIB as an organisation to ensure that volunteers feel valued for their contribution.
* Incorporate the flexibility of volunteering and the opportunity to make a difference in the lives of others into promotional material, which respondents have identified as key aspects of their volunteering experience.
* Continue promoting the resources and events which are available to support volunteers, particularly Wellbeing Nibbles and Keeping in Touch for Volunteers sessions.
* Ensure that volunteers know where to find training materials and guidance aside from their essential training, in particular around technology.
* Explore the ways in which organisational changes and strategies are communicated to volunteers.

## Appendix

### Demographic questions

#### Age

120 volunteers provided their age. The results are shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Response options** | **Number** | **Percentage** |
| 18-25 | 1 | 1% |
| 26-35 | 5 | 4% |
| 36-45 | 6 | 5% |
| 46-55 | 14 | 12% |
| 56-65 | 29 | 24% |
| Over 65 | 65 | 54% |

#### Working status

121 volunteers provided their working status. The results are shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Response options** | **Number** | **Percentage** |
| Working full-time | 13 | 11% |
| Working part-time | 18 | 15% |
| Unemployed and looking for work | 2 | 1.6% |
| Unemployed and not looking for work | 5 | 4% |
| Unemployed and not able to work | 2 | 1.6% |
| Retired | 78 | 65% |
| Stay at home parent or carer | 1 | 1% |
| Student | 2 | 1.6% |

#### Ethnicity

119 volunteers provided their ethnicity. The results are shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Response options** | **Number** | **Percentage** |
| White | 111 | 93% |
| Black | 4 | 3% |
| Asian | 2 | 2% |
| Mixed | 0 | - |
| Other | 2 | 2% |

#### Gender

115 volunteers provided their gender. The results are shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Response options** | **Number** | **Percentage** |
| Male | 52 | 45% |
| Female | 63 | 55% |
| Non-binary | 0 | - |
| Other | 0 | - |

#### Sexual Orientation

109 volunteers provided their sexual orientation. The results are shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Response options** | **Number** | **Percentage** |
| Bisexual/pansexual | 2 | 2% |
| Gay/lesbian | 3 | 3% |
| Heterosexual/straight | 102 | 93% |
| Other | 2 | 2% |

#### Sight Status

116 volunteers provided their sight status. The results are shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Response options** | **Number** | **Percentage** |
| Visually impaired but not certified | 6 | 5% |
| Sight impaired | 6 | 5% |
| Severely sight impaired | 25 | 22% |
| Sighted | 77 | 66% |
| Other | 2 | 2% |

#### Disability

115 volunteers provided their disability status, aside from their sight status. The results are shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Response options** | **Number** | **Percentage** |
| Yes | 83 | 28% |
| No | 32 | 72% |

Respondents who stated they had a disability, impairment, or long-term health condition, were asked to describe the types of impairments or conditions. 30 volunteers provided answers.

|  |  |  |
| --- | --- | --- |
| **Response options** | **Number** | **Percentage** |
| Physical/motor | 11 | 37% |
| Sensory/speech | 7 | 23% |
| Intellectual | 1 | 3% |
| Mental health | 9 | 30% |
| Long-term health | 12 | 40% |
| Other impairment(s) or condition(s) | 11 | 37% |

#### Team

140 respondents provided the team they volunteer with. The results are shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Response options** | **Number** | **Percentage** |
| Campaigns | 5 | 4% |
| Community Connection | 33 | 24% |
| Connect Radio | 0 | - |
| Fundraising (Sooty Box team) | 26 | 19% |
| Governance, HR, Legal Rights and Volunteering | 4 | 3% |
| I don’t know what team I volunteer in | 11 | 8% |
| Other | 13 | 9% |
| Reading Services (RNIB library) | 5 | 4% |
| Specialist Support – Counselling, Employment and Living Well with Sight Loss | 1 | 1% |
| Talk and Support | 10 | 7% |
| Technology for Life | 16 | 11% |
| Transcription | 16 | 11% |

#### RNIB staff members

140 respondents identified whether they are RNIB staff members in addition to their volunteer role. The results are shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Response options** | **Number** | **Percentage** |
| Yes | 13 | 9% |
| No | 127 | 91% |

Document ends.