Appendix 5

Conference and Survey findings

Survey Summary

Theme	Key Findings	Training Needs / Actions
Catchment Areas	45% of responses from Northampton; others from Wellingborough, Corby, Kettering	Focus outreach and resources in central Northamptonshire
Services Provided	Mental Health (14%), Befriending (12%), Disabilities (7%)	Mental Health First Aid, Befriending Networks, SEN training
Volunteer Sourcing	Word of Mouth (26%), Social Media (23%), Own Website (20%)	Social media training, platform integration, event planning
Recruitment Challenges	Lack of resources (20%), low interest (17%), retention (17%)	Volunteer retention, resource management, time support
Opportunities Offered	Befriender (17%), Admin (16%), Wellbeing (13%)	Communication, mentoring, role-specific training
Hard-to-Fill Roles	Admin, Driver, Befriender, Trustee	Targeted recruitment, regional support, supervision
Recruitment Process	90% use application forms, 85% interviews, 80% DBS checks	Interview skills, safeguarding, induction design
Improving Recruitment	Staff capacity, better training, promotion, digital tools	CRM systems, streamlined processes, DBS support
Diversity & Inclusion	45% say representation can improve; accessibility and language are key issues	Inclusive policies, flexible roles, outreach, diversity training
Volunteer Retention	Recognition, feedback, training, clear roles	Induction, mentoring, breaks, role clarity
Volunteer Collaboration	77% support volunteers working with other charities	Encourage cross-sector engagement
Feedback & Complaints	82% have systems; 45% don't collect exit feedback	Promote leaver questionnaires, feedback culture

Conference Key Themes:

Theme	Summary
Inclusive volunteering	Use culturally sensitive communication, community engagement, and remove barriers to support diverse participation.
Flexible roles & representation	Offer adaptable roles and ensure diverse identities are reflected across all levels.
New volunteering models	Include informal, digital, and skill-aligned roles to attract broader participation.
System-wide integration	Embed volunteers into health and care strategies with clear roles and recognition.
Volunteer support & retention	Provide training, recognition, and wellbeing resources to sustain engagement.
Digital infrastructure	Develop recruitment platforms and passporting systems to streamline onboarding and track impact.