



Volunteer Consultation Survey: Return to Volunteering - The results and how we're responding to them.

About the survey

Last month we asked our volunteers to take part in a consultation survey to gather opinions about returning to volunteering at Yorkshire Wildlife Trust during the Covid- 19 pandemic. The survey ran from 8th July 2020 to 24th July 2020.

777 volunteers were sent the survey

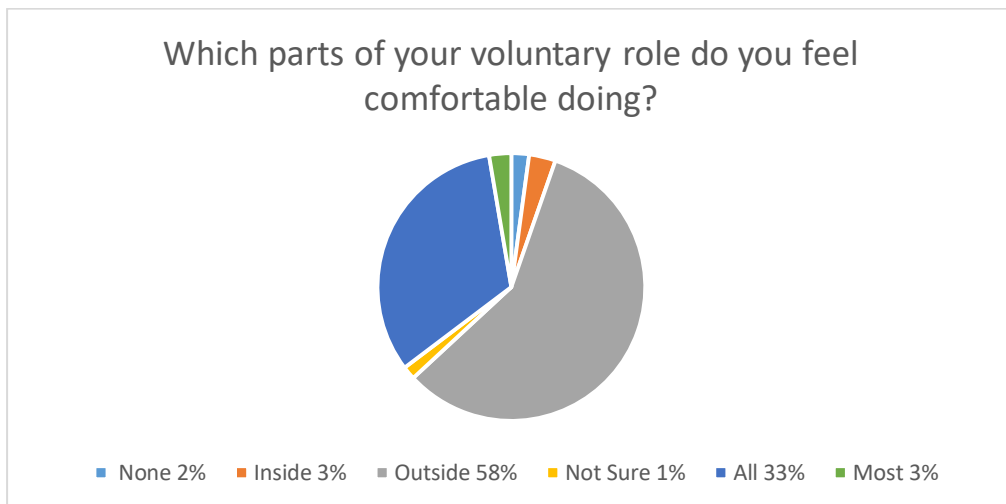
279 responded to the survey

The results

General feedback about volunteering during Covid-19

- ✓ 85% of you felt that you could carry out your volunteering role while social distancing

Table 1: Which parts of your role do you feel comfortable doing?



Our outdoor based volunteers are very happy to return to their roles- with over half the survey respondents stating this in the survey. As some outdoor volunteers have started to return to assist with reserve management, we can assure the rest of our practical conservation volunteers that they will be welcomed back slowly but surely.

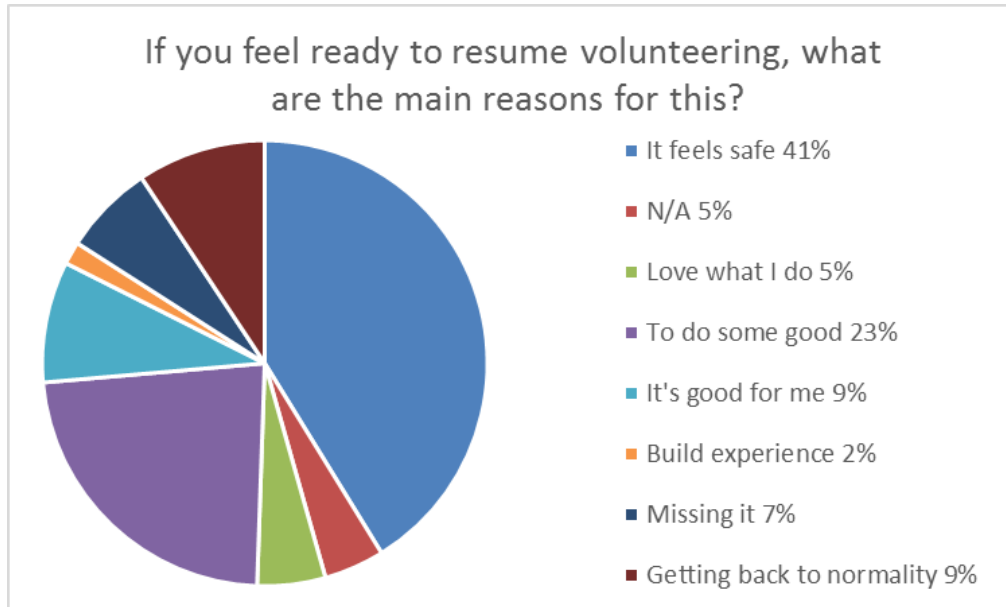
Are our volunteers ready to return?

We asked: On a scale of 1-5, where 1 is 'I do not feel able to volunteer' and 5 is 'I am ready to volunteer', how do you feel about restarting your volunteer role?

The result: 4.4 stars out of 5- indicating the majority of you are eager to return to your roles



Table 2 Reasons for wanting to return to volunteering



How can we support our volunteers?

Over half of our volunteers (53%) said they would feel more comfortable volunteering if they had more support from us to make volunteering easier at the current time. Some of the suggestions the volunteers made have been put in to practice already:

- Covid-19 Volunteering Guidance and procedures
- Cleaning and sanitising guidance
- Covid-19 overarching risk assessment used as 'lens' over site and task risk assessments
- Covid-19 Checklist agreement.
- Zoom briefing to outline changes and new training and documents

We know for some it's too soon

We understand that everyone is not ready and your role will be here when you're ready to come back. 24% of volunteers responded to say they were not ready to volunteer, some of the reasons given were:

- Uncertainty around coronavirus
- Do not feel it's safe to volunteer in their current role
- Increased care responsibilities
- Shielding

Top Essential items you requested:

- Hand sanitizer- this should be made available on the task or at the site you volunteer at



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- Gloves- if you require gloves for your role we will provide your own personal pair, to keep, wash and return with the next time. We will replace gloves through daily wear and tear.
- Masks- right now we're not requesting as a general rule that volunteers must wear masks (unless there is a specific requirement), if you want to wear your own mask please do. If our policy changes on this we'll update you as soon as possible.

Volunteers who have already returned:

At the time of the survey a small number of volunteers had returned, we received 100% agreement that they all felt safe since starting back. This is reassuring, reflecting the new guidance and procedures we have put in place recently. 90% of these volunteers didn't feel the new adjustments were having an impact on their volunteering either- providing further reassurance.

What about volunteering indoors or with members of the public?

We asked questions specifically to office, visitor centre and event volunteers about their main concerns, these were:

- Social distancing- lack of space in offices, centres and shops
- Contamination of people handling things
- Unmanaged visitor numbers
- Close contact with high numbers of people
- Other people's behavior

When we are ready to welcome volunteers back into these roles and the volunteers themselves feel ready, we have put many precautions in place in our offices, visitor centres, shops and cafes to keep everyone safe. Some of the new procedures are:

- Each office has been evaluated individually- we know how many people we can safely have in the building and sharing spaces
- Sanitising stations have been set up across all our offices and visitor centres
- Clear signage telling people what they need to do
- Perspex screens in use where necessary
- Managing visitor numbers
- Induction and training to all staff and volunteers to their respective office/centre

Thank you to you all our volunteers for your support and dedication to Yorkshire Wildlife Trust, plus special thanks to those who completed the survey, having your input is shaping how we restart volunteering during the pandemic.

We look forward to welcoming you all back soon.