

# Volunteers Survey 2009

- Answers collected online, during December 2009
- Open to anyone who gives their time for free to the Ramblers
- Promoted electronically – via website and emails
- Financial/time constraints meant we could not widely promote printed copies of the survey
- 644 responses



## Who responded?

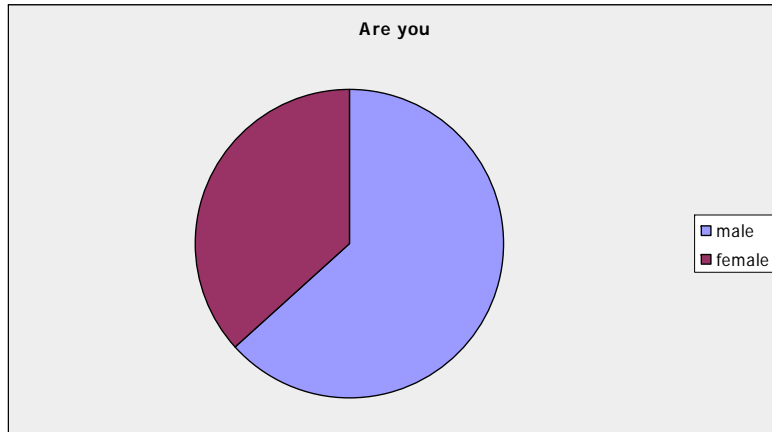
- 63% male; 37% female
- 43% aged 65 and over; 43% aged 55-64; 14% aged 54 and under
- 73% retired; 26% employed; 1.5% unemployed
- 54% had been members for 11 years or more; 26% for 6-10 years; 19% for 1-5 years
- 89% were based in England; 8% in Wales; 3% in Scotland





**ramblers**  
at the heart of walking

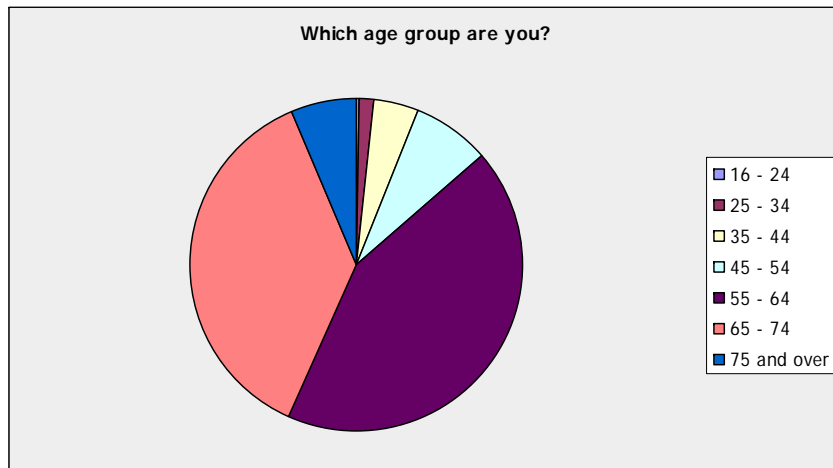
Q1: Are you:



Answer Options	Response Percent
male	63%
female	37%



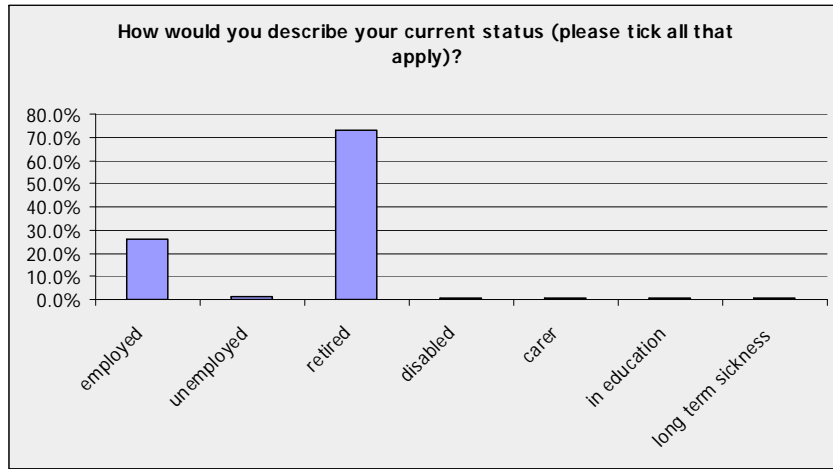
## Q2: Which age group are you?



Answer Options	Response Percent
16 - 24	0%
25 - 34	1%
35 - 44	4%
45 - 54	8%
55 - 64	43%
65 - 74	37%
75 and over	7%



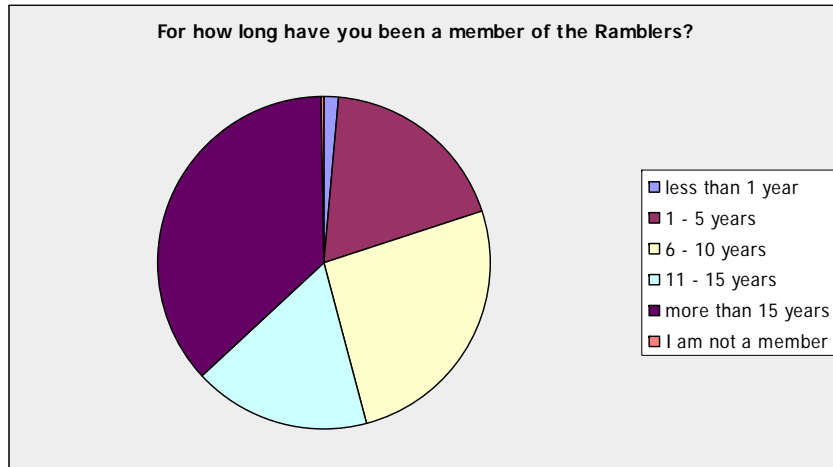
Q3: How would you describe your current status (please tick all that apply)?



Answer Options	Response Percent
employed	26%
unemployed	1%
retired	73%
disabled	1%
carer	1%
in education	1%
long term sickness	1%



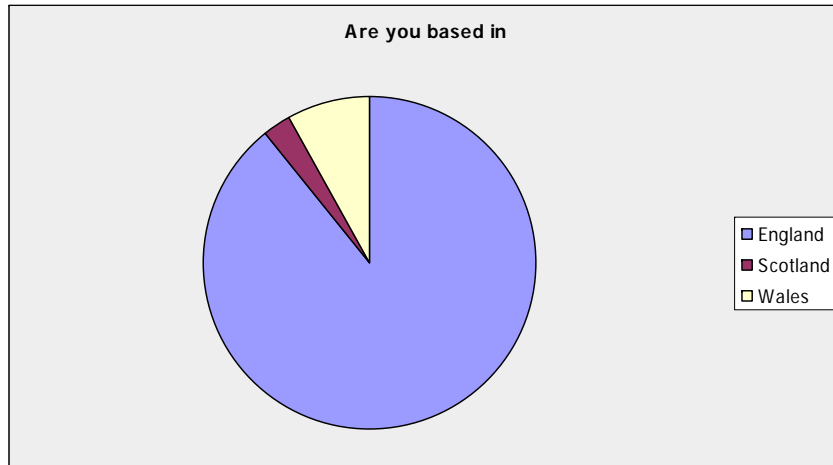
## Q4: For how long have you been a member of the Ramblers?



Answer Options	Response Percent
less than 1 year	1%
1 - 5 years	19%
6 - 10 years	26%
11 - 15 years	17%
more than 15 years	37%
I am not a member	0%



## Q5: Are you based in

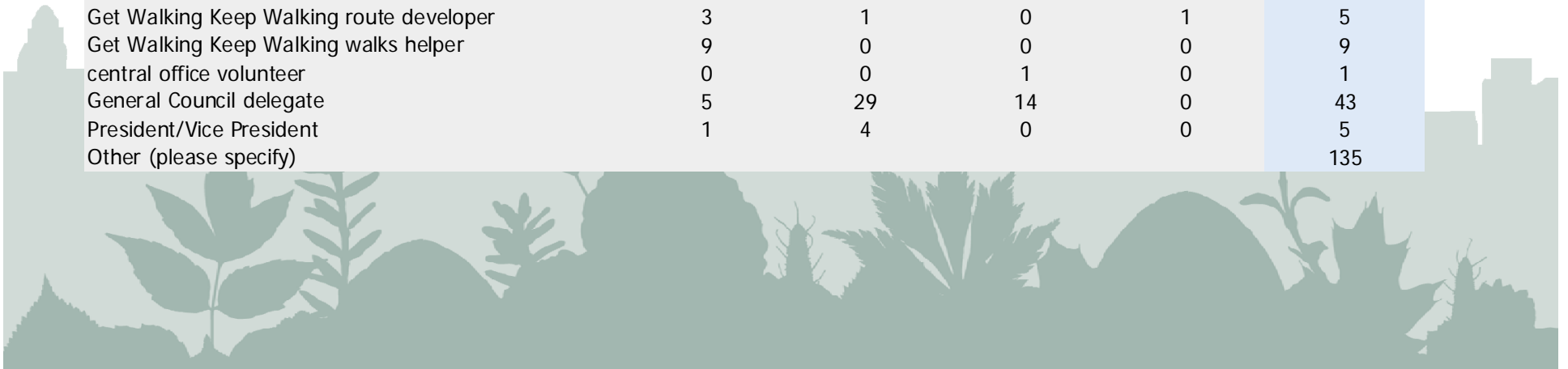


Answer Options	Response Percent
England	89%
Scotland	3%
Wales	8%

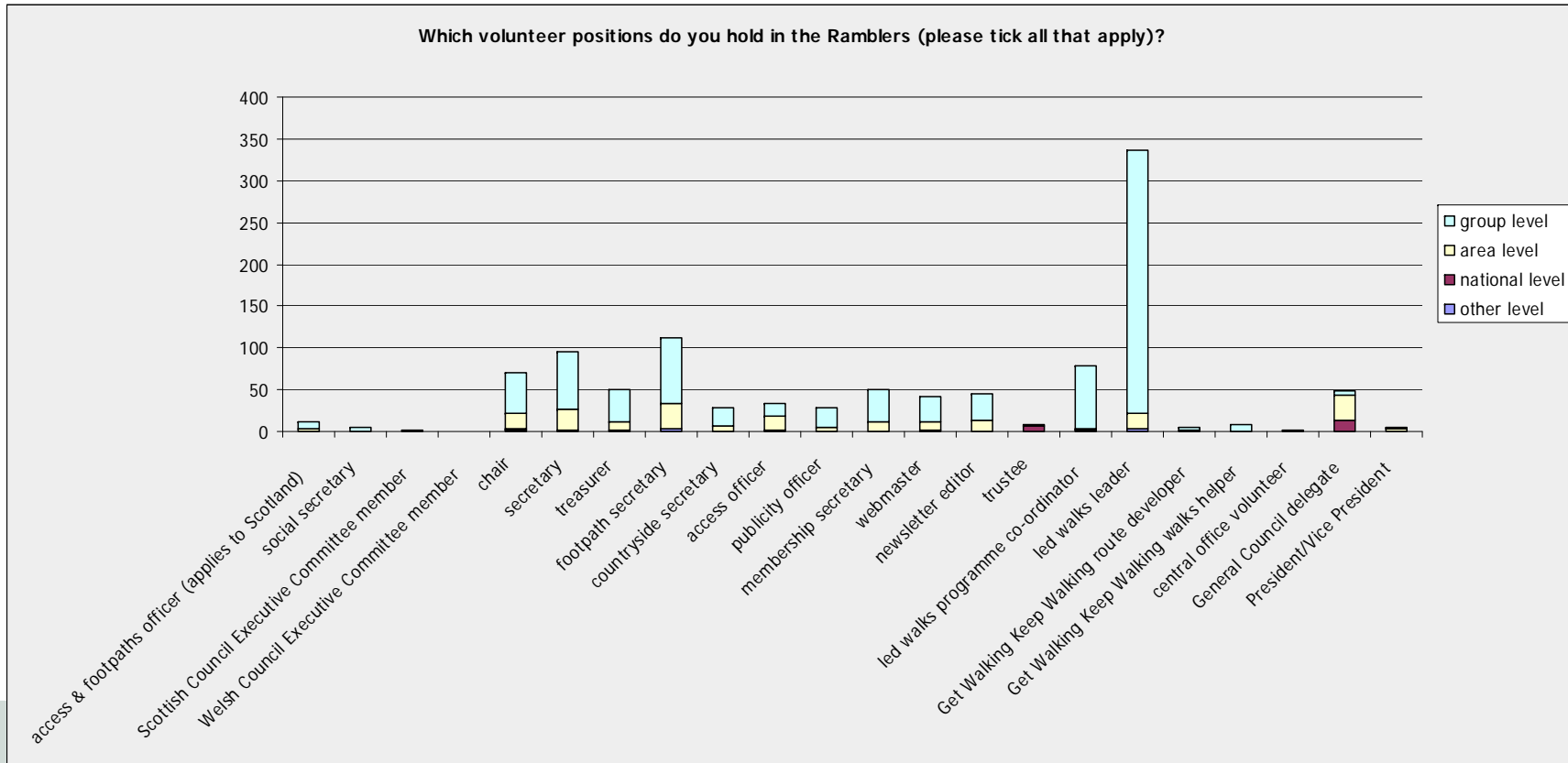


Q6: Which volunteer positions do you hold in the Ramblers (please tick all that apply)?

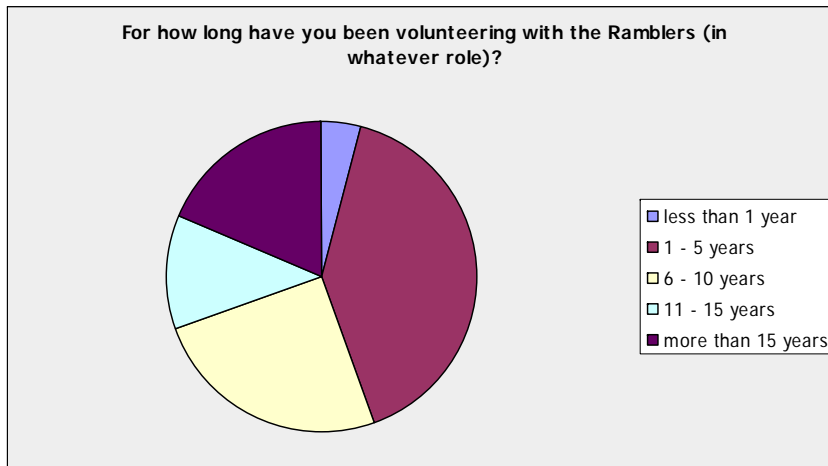
Answer Options	group level	area level	national level	other level	Response Count
access & footpaths officer (applies to Scotland)	8	3	0	0	10
social secretary	5	0	0	0	5
Scottish Council Executive Committee member	0	1	0	0	1
Welsh Council Executive Committee member	0	0	0	0	0
chair	50	18	2	1	68
secretary	70	24	0	2	89
treasurer	39	10	1	0	49
footpath secretary	78	31	0	3	102
countryside secretary	21	7	0	0	25
access officer	14	18	1	0	27
publicity officer	24	5	0	0	27
membership secretary	39	11	0	0	46
webmaster	30	11	0	1	38
newsletter editor	31	14	0	0	42
trustee	0	2	7	0	9
led walks programme co-ordinator	74	2	0	2	78
led walks leader	315	18	0	3	320
Get Walking Keep Walking route developer	3	1	0	1	5
Get Walking Keep Walking walks helper	9	0	0	0	9
central office volunteer	0	0	1	0	1
General Council delegate	5	29	14	0	43
President/Vice President	1	4	0	0	5
Other (please specify)					135



Q6: Which volunteer positions do you hold in the Ramblers (please tick all that apply)?



Q8: For how long have you been volunteering with the Ramblers (in whatever role)?



Answer Options	Response Percent
less than 1 year	4%
1 - 5 years	40%
6 - 10 years	25%
11 - 15 years	12%
more than 15 years	19%





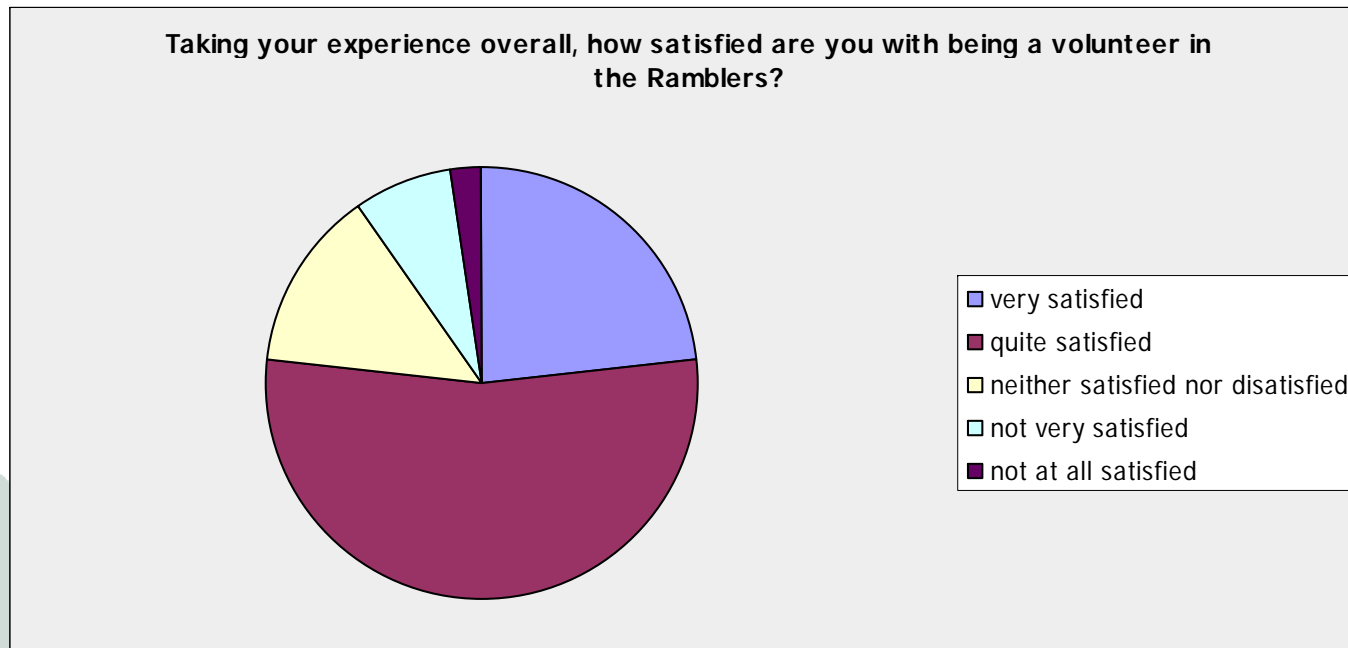
Q9: On average how many hours do you spend volunteering for the Ramblers?

- 4.5 hours per week was the average per volunteer response
- the 519 people who responded to this question spent 2,307 hours each week volunteering for the Ramblers. This equates to 66 full time staff.



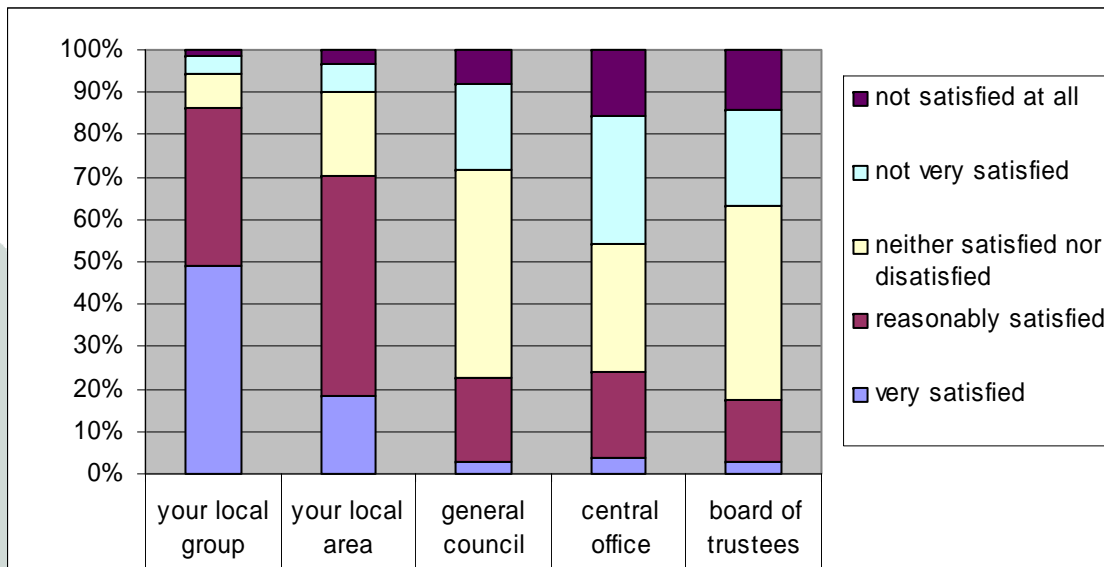
Q18: Taking your experience overall, how satisfied are you with being a volunteer in the Ramblers?

- 76% of respondents were satisfied, 9% were dissatisfied



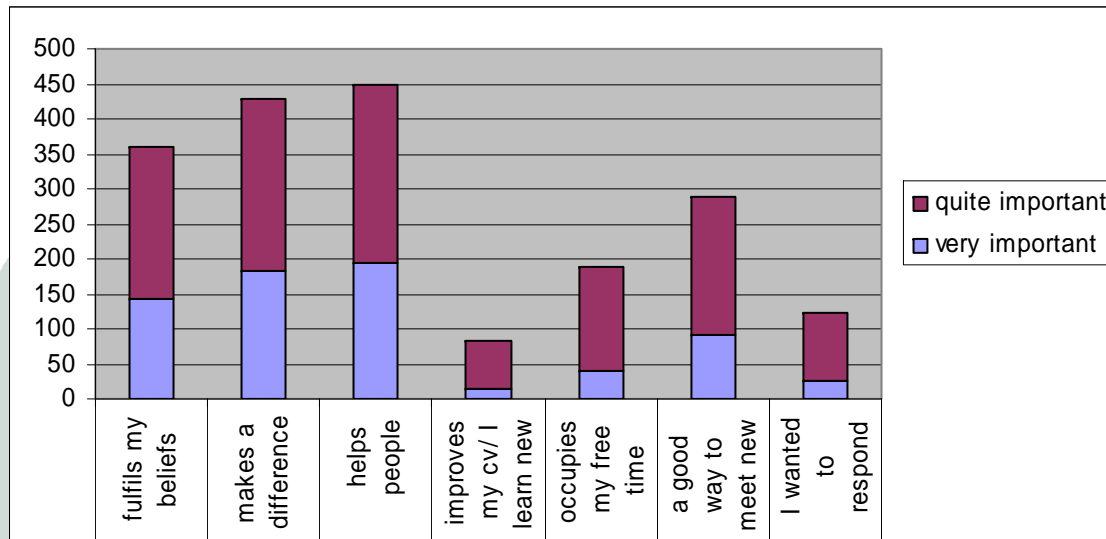
**Q19: Now thinking about different parts of the organisation, how would you rate your satisfaction, as a volunteer?**

Answer Options	very satisfied	reasonably satisfied	neither satisfied nor dissatisfied	not very satisfied	not satisfied at all
your local group	249	191	40	23	7
your local area	84	239	92	30	16
general council	12	81	201	82	33
central office	15	86	125	127	64
board of trustees	12	58	186	92	58



## Q20: Please rate the importance of the following factors in motivating you to volunteer

Answer Options	very important	quite important
fulfils my beliefs	143	216
makes a difference	184	245
helps people	193	255
improves my cv/ I learn new skills	15	67
occupies my free time	41	148
a good way to meet new people	91	199
I wanted to respond to a specific issue	26	96

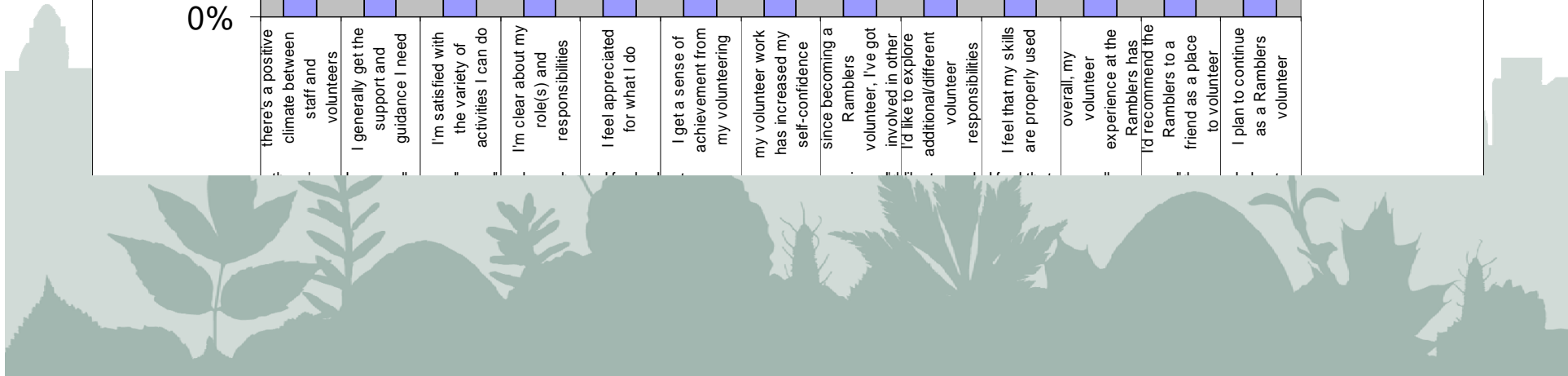
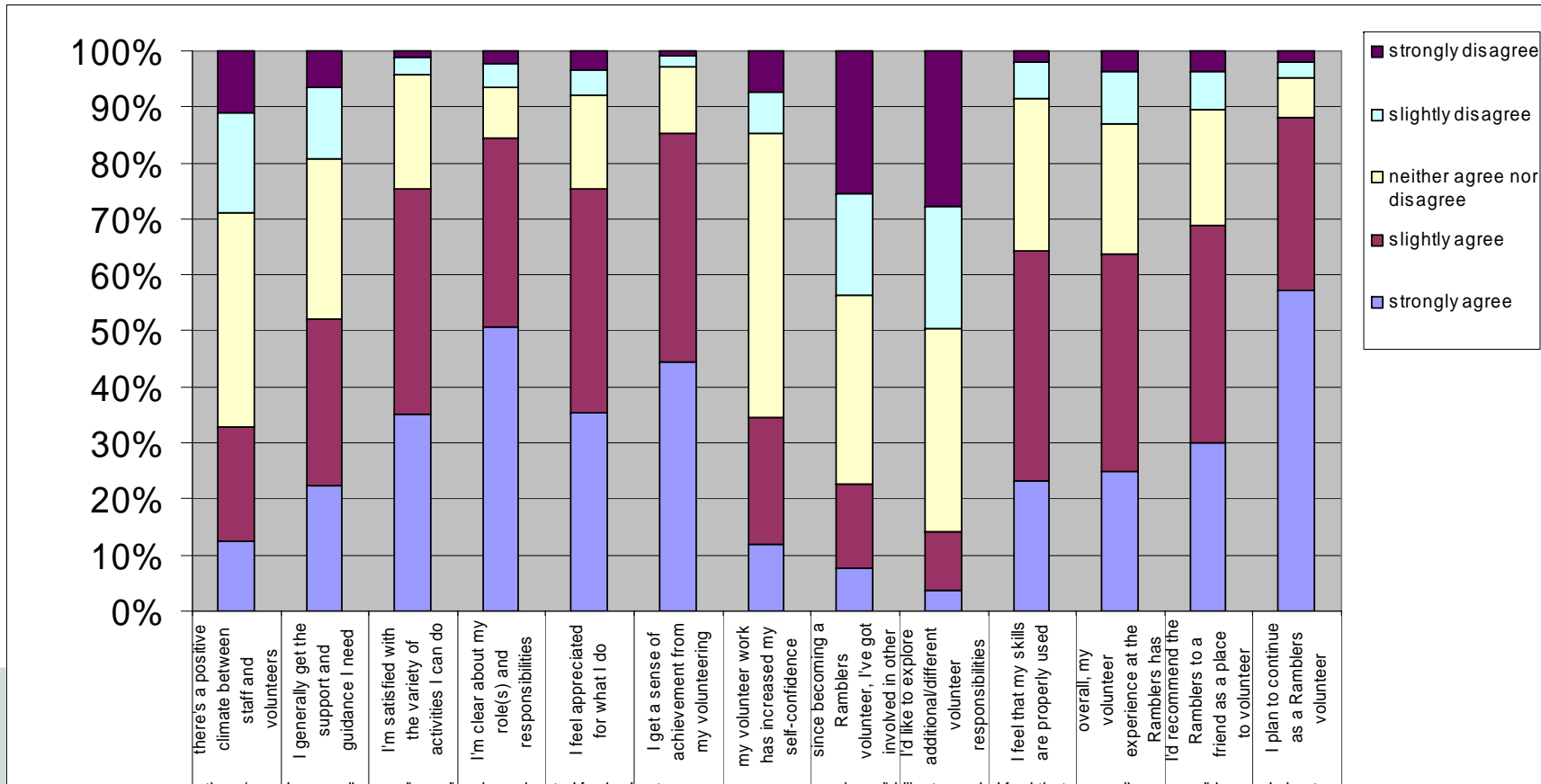


**Q21: To what extent do you agree or disagree with the following statements?**

Answer Options	strongly agree	slightly agree
there's a positive climate between staff and volunteers	63	103
I generally get the support and guidance I need	112	149
I'm satisfied with the variety of activities I can do	176	203
I'm clear about my role(s) and responsibilities	258	171
I feel appreciated for what I do	181	203
I get a sense of achievement from my volunteering	227	208
my volunteer work has increased my self-confidence	60	116
since becoming a Ramblers volunteer, I've got involved	39	75
I'd like to explore additional/different volunteer	18	52
I feel that my skills are properly used	117	205
overall, my volunteer experience at the Ramblers has	126	197
I'd recommend the Ramblers to a friend as a place to	153	196
I plan to continue as a Ramblers volunteer	296	159

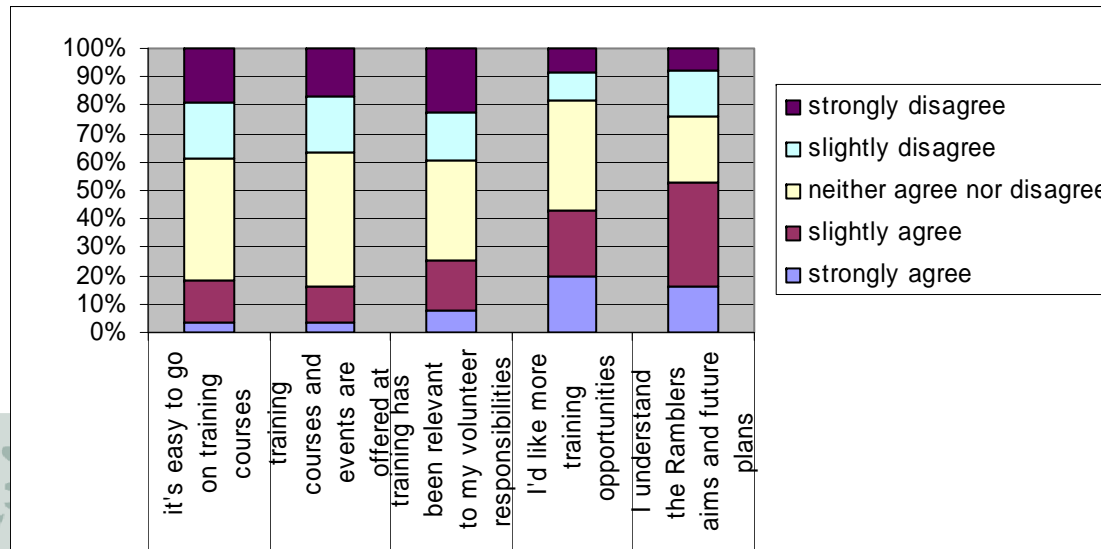


**Q21: To what extent do you agree or disagree with the following statements?**



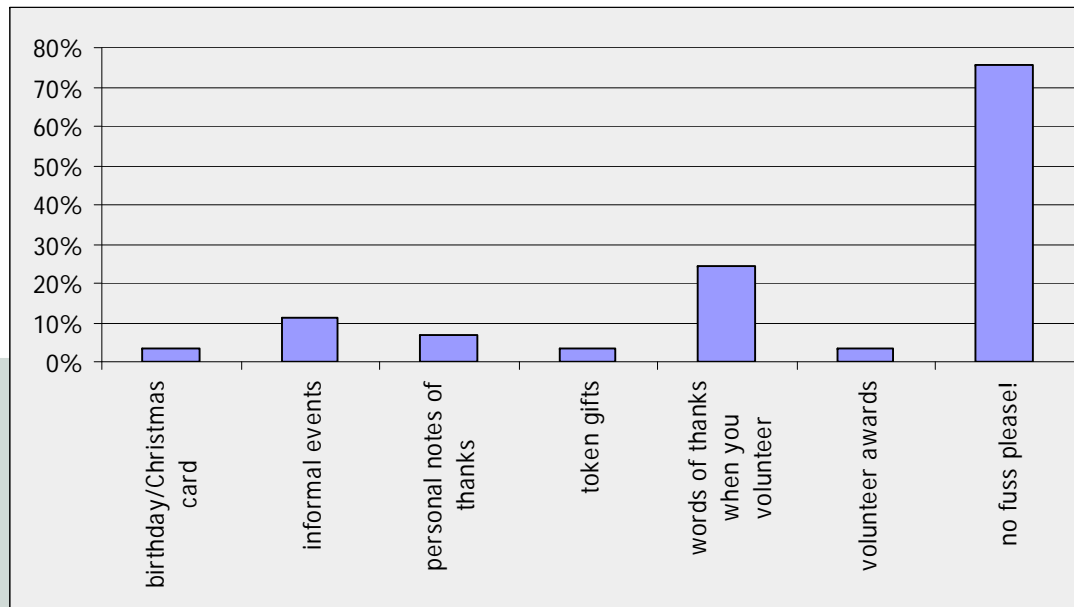
## Q22: To what extent do you agree or disagree with the following about training?

Answer Options	strongly agree	slightly agree	neither agree nor disagree	slightly disagree	strongly disagree
it's easy to go on training courses	18	72	215	99	94
training courses and events are offered at convenient	16	61	232	93	83
training has been relevant to my volunteer	39	86	171	83	110
I'd like more training opportunities	94	114	188	48	40
I understand the Ramblers aims and future plans	80	180	117	78	



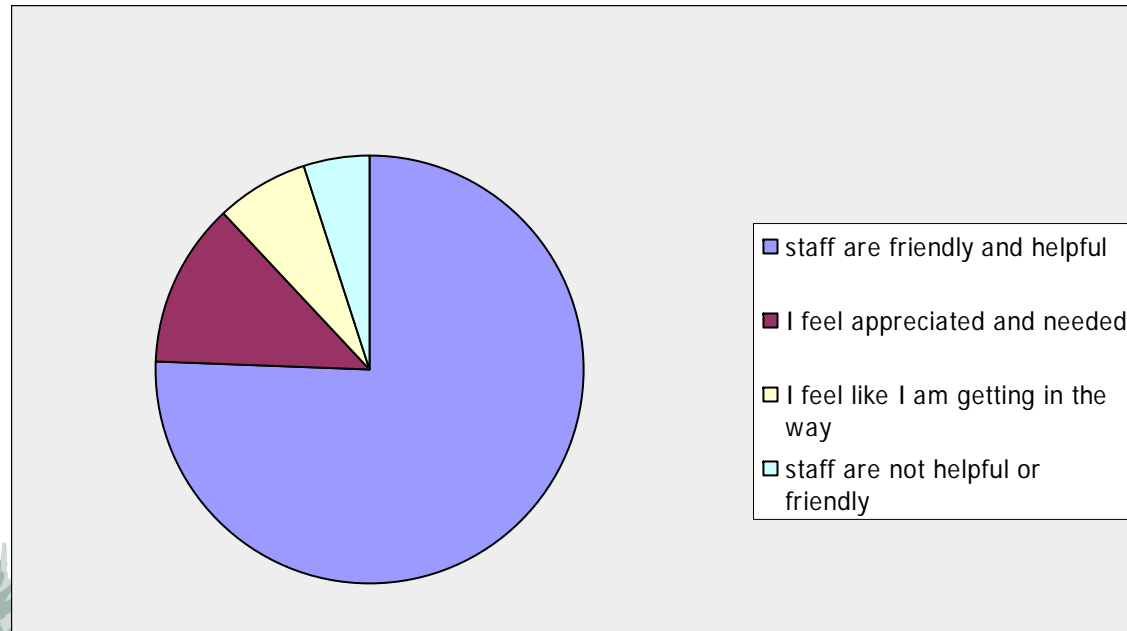
**Q23: How would you like to be recognised for the volunteer work that you do (select all that apply)?**

Answer Options	Response Percent
birthday/Christmas card	3%
informal events	11%
personal notes of thanks	7%
token gifts	3%
words of thanks when you volunteer	24%
volunteer awards	4%
no fuss please!	76%



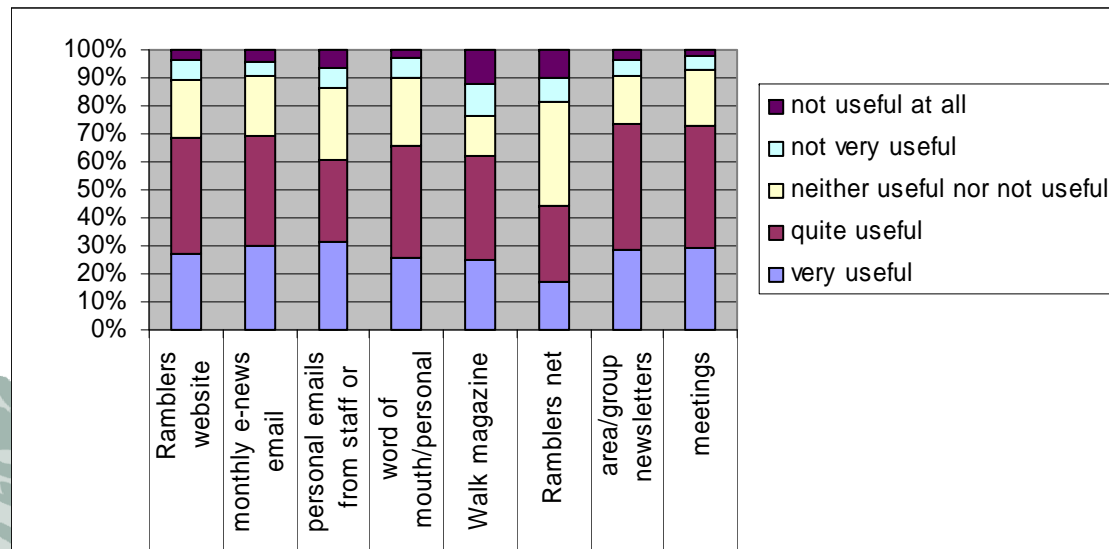
**Q24: If you have contact with Ramblers staff, how do you find the experience?**

Answer Options	Response Percent
staff are friendly and helpful	76%
I feel appreciated and needed	13%
I feel like I am getting in the way	7%
staff are not helpful or friendly	5%

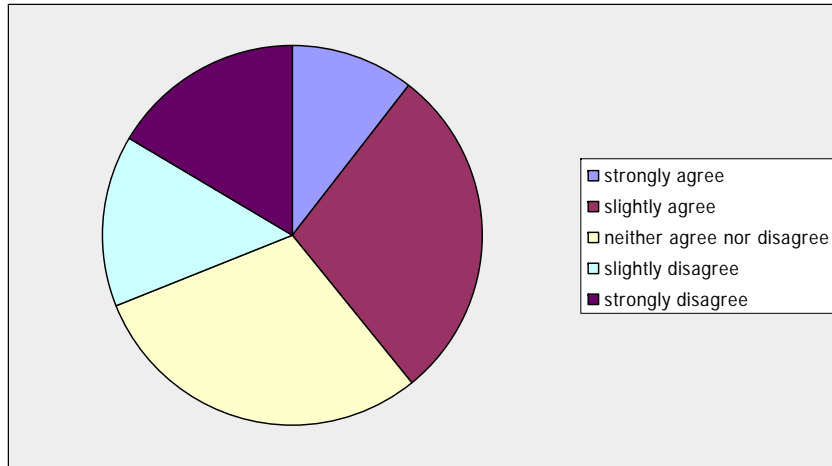


## Q25: Which of the following methods of communication do you find most useful, in being kept informed about Ramblers developments?

Answer Options	very useful	quite useful	neither useful nor not useful	not very useful	not useful at all
Ramblers website volunteers section	131	202	101	36	16
monthly e-news email	143	187	101	26	19
personal emails from staff or trustees	138	133	114	30	29
word of mouth/personal conversation	119	183	111	33	13
Walk magazine	123	186	74	57	59
Ramblers net	77	119	166	37	45
area/group newsletters	140	223	87	27	18
meetings	135	201	91	21	11



**Q27: Do you agree that you are able to make your views known, and influence decisions, in the Ramblers when you want to?**

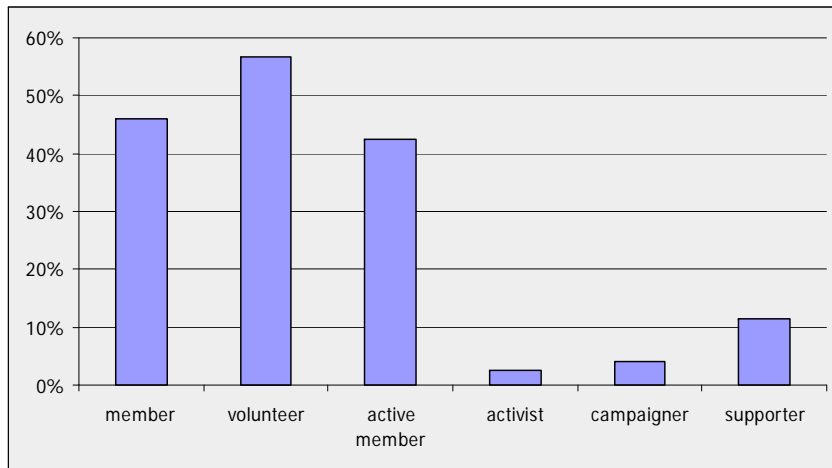


Answer Options	Response Percent
strongly agree	11%
slightly agree	29%
neither agree nor disagree	30%
slightly disagree	15%
strongly disagree	16%





**Q28: Within the Ramblers, we tend to use the word 'member' to describe people who pay a subscription to the Ramblers, and 'volunteer' to describe people who also give their time to the Ramblers. Some people prefer other descriptions. How would you prefer to be referred to (please tick all that apply)?**



Answer Options	Response Percent
member	46%
volunteer	57%
active member	43%
activist	3%
campaigner	4%
supporter	12%

