

VOLUNTEER SURVEY BANK

This is a sample set of questions you can use to develop your volunteer survey.

We know that volunteering is different between clubs and across types of sport and physical activity. We also know that you'll want to find out different things and will need to develop surveys that are matched to your own research objectives. This set of questions is therefore designed to be used flexibly – you can pick and mix those that are most relevant to your organisation, or indeed add new ones.

There are, however, some questions – marked with asterisks ** – that we would like you to include in your survey and to keep the wording and the order of the questions exactly as they are provided here. This is because they use the wording from other surveys – such as the [Active Lives Survey](#), the [Community Life Survey](#), or 'Helping Out', the [National Survey of Volunteering and Charitable Giving](#). Keeping the wording the same means you will be able to compare your results with the national picture; if the wording is changed this will not be possible. This is because we want you to be able to use this template as flexibly as possible, we have kept the number of these questions to a minimum.

Before using this bank of questions and developing your survey please read Sport England's [Volunteer Surveys Guide](#) on running a volunteer survey, as well as, the [Sport England Guide to Research](#), both of which will help you to develop a top-quality survey and get the most from it. This bank of questions is designed to complement these two guides.

The sample questions are split in to the following sections:

1. [Volunteering behaviour;](#)
2. [Motivations and routes into volunteering;](#)
3. [Benefits and drawbacks of volunteering;](#)
4. [Support for your volunteering;](#)
5. [Reward and recognition;](#)
6. [Future behaviour;](#)
7. [Personal characteristics.](#)

SECTION 1. VOLUNTEERING BEHAVIOUR

Use these questions and you can directly compare your data with Active Lives results

1. ****** During the last 12 months, that is since [insert date], have you given any of your time to do any of the following activities with [insert name of group, club or organisation]? Please only include unpaid activities (payment to cover out-of-pocket expenses are allowed). Select all that apply.

- Provided transport to help people take part in sport (other than family members)
- Coached or instructed an individual or team(s) (other than solely for family members)
- Refereed, umpired or officiated at a sports match, competition or event
- Performed an administrative or committee role (e.g. chair, treasurer, social secretary, first aider, welfare officer)
- Stewarded or marshalled an activity or event
- Provided any other help (e.g. helping with refreshments; sports kit or equipment)
- No, I have not participated in any of these activities in last 12 months

2. ****** How long have you been volunteering with [insert name of group, club or organisation] for?

- Less than 1 year
- 1 – 2 years
- 3 – 5 years
- 6 – 10 years
- More than 10 years

3. ****** What do you consider to be your main volunteer role in [insert name of group, club or organisation]? (please tick only one option)

- Providing transport
- Coaching or instructing
- Refereeing, umpiring or officiating
- Admin or committee role
- Stewarding or marshalling
- Providing any other help

4. Have you volunteered with [insert name of group, club or organisation] on more than one occasion in the last 12 months?

Yes/No

5. Over the last 12 months, how often have you helped [insert name of group, club or organisation]?

- At least once a week
- Less than once a week but at least once a month
- Less often than once a month
- It was a one-off occasion

6. Now just thinking about the last 4 weeks. Approximately how many hours have you spent helping [insert name of group, club or organisation]? (If you are not sure please provide your best estimate.)

<free text>

7. Do you volunteer for any other organisations in addition to [insert name of group, club or organisation]?

- Yes, I volunteer for other sports and physical activity organisations
- Yes, I volunteer for other non-sport organisations
- No, I solely volunteer with [insert name of organisation]

SECTION 2. MOTIVATIONS AND ROUTES INTO VOLUNTEERING

Use these questions and you can directly compare your data with Community Life survey results

9. Did you start volunteering for [insert name of group, club or organisation] for any of the following reasons? (please select all that apply)

- I wanted to improve things/help people
- I wanted to meet people/make friends
- The cause was really important to me
- My friends/family did it
- It was connected with the needs of my family/friends
- I felt there was a need in my community
- I thought it would give me a chance to learn new skills
- I thought it would give me a chance to use my existing skills
- It helps me get on in my career;
- It's part of my religious belief to help people
- It's part of my philosophy of life to help people
- It gave me a chance to get a recognised qualification
- I had spare time to do it
- I felt there was no one else to do it
- I played / participated in the sport
- My child played / participated in the sport
- None of these
- Other

10. How did you find out about volunteering with [insert name of group, club or organisation]?
(please select all that apply)

- Through previously attending the club as a participant
- Played / participated in the sport
- As a parent of a participant
- From someone else already involved in the group
- From someone not involved in the group/by word of mouth
- Place of worship
- School, college, university
- Doctor's surgery / Community Centre / Library
- Promotional events/volunteer fair
- Local events
- Local/national newspaper
- TV or radio (local or national)
- Volunteer bureau or centre
- Employer's volunteering scheme
- Volunteer matching website, such as VInspired, Join in or do-it.org
- National Citizen Service
- Other internet/organisational website
- Other way (specify)

11. To what extent do you agree or disagree with the following statements about [insert name of group, club or organisation]?

- It has difficulty in recruiting enough volunteers
- It has difficulty recruiting enough volunteers with the skills and experience needed
- It has more volunteers apply than it can involve

Definitely agree / Tend to agree / Tend to disagree / Definitely disagree

SECTION 3. THE BENEFITS AND DRAWBACKS OF YOUR VOLUNTEERING

Use these questions and you can directly compare your data with other sports and voluntary organisations

12. ** Overall how satisfied are you with your volunteering experience with [insert name of group, club or organisation]?

- Very satisfied
- Fairly satisfied
- Not very satisfied
- Not at all satisfied

13. To what extent do you agree or disagree that your volunteering experience with [insert name of group, club or organisation] is

- Enjoyable
- Rewarding

Definitely agree / Tend to agree / Tend to disagree / Definitely disagree

14. How important is each one of the following to you in relation to your volunteering experience with [insert name of group, club or organisation]?

- Meeting people and making friends
- Getting satisfaction from seeing the results or outcomes of giving your time
- Delivering a good experience for those taking part
- Maintaining a connection with the sport or activity
- Having a chance to do things I'm good at
- Makes me feel less selfish as a person
- Enjoying it and having fun
- Broadening my experience of life
- Getting a sense of personal achievement
- Having a chance to learn new skills
- Helping me establish my position in the community
- Getting a recognised qualification
- Building my confidence
- Feeling needed
- Improving my employment prospects
- Feeling less stressed
- Improving my mental wellbeing
- Improving my physical health
- Other (please specify)

Very important / Fairly important / Not very important / Not at all important

15. To what extent do you agree or disagree that your volunteering experience with [insert name of group, club or organisation] helps you achieve each of the following?

- Meeting people and making friends
- Getting satisfaction from seeing the results or outcomes of giving your time
- Delivering a good experience for those taking part
- Maintaining a connection with the sport or activity
- Having a chance to do things I'm good at
- Makes me feel less selfish as a person
- Enjoying it and having fun
- Broadening my experience of life
- Getting a sense of personal achievement
- Having a chance to learn new skills
- Helping me establish my position in the community
- Getting a recognised qualification
- Building my confidence
- Feeling needed
- Improving my employment prospects
- Feeling less stressed
- Improving my mental wellbeing
- Improving my physical health

Definitely agree / Tend to agree / Tend to disagree / Definitely disagree

16. What have you been most proud of from your time volunteering with [insert name of group, club or organisation]?

<free text>

17. To what extent you agree or disagree with the following statements?

- I'm given the opportunity to do the sort of things I'd like to do
- I get bored or lose interest in my volunteering/role
- I can cope with the things I'm asked to do
- I feel things could be much better organised
- My involvement takes up too much of my time
- My help is not really needed
- The organisation has reasonable expectations in terms of workload
- My efforts are appreciated by the organisation
- I feel the organisation isn't really going anywhere
- I feel that there is too much bureaucracy
- I feel the organisation is too concerned about risk
- I am given the opportunity to influence the development of the organisation
- I feel that volunteering is becoming too much like paid work
- I feel I would be unable to leave my role as there is no-one to take over

Definitely agree / Tend to agree / Tend to disagree / Definitely disagree

SECTION 4. SUPPORT FOR YOUR VOLUNTEERING

18. Have you yourself received any training or induction at all from [insert name of group, club or organisation]? (please include any initial training and any training at a later date)

Yes / No / Was already trained

19. How adequate do you feel the training was?

Very adequate / Fairly adequate / Fairly inadequate / Very inadequate

20. Do you ever feel that you need advice or support about the sort of help that you give to [insert name of group, club or organisation]?

Yes / No, never

21. Is there someone at or from [insert name of group, club or organisation] who you can go to for advice or support (this could be another volunteer, a manager, a volunteer co-ordinator etc)?

Yes / No

22. How adequate do you feel is the advice and support you yourself get from [insert name of group, club or organisation]?

Very adequate / Fairly adequate / Fairly inadequate / Very inadequate

23. To what extent do you agree or disagree with the following statements

- I feel able to deliver a good experience for those taking part
- I feel well supported

Definitely agree / Tend to agree / Tend to disagree / Definitely disagree

24. Do you receive any of the following communications from [insert name of group, club or organisation]? (please select all that apply)

- Newsletter – hard copy
- Newsletter – email
- Meetings – face-to-face
- Social media, posts or updates
- Telephone, text (sms)
- Other (please specify)

25. If there is one thing you would like to see change at [insert name of group, club or organisation] in terms of volunteering, what would that be?

<Free text>

SECTION 5. RECOGNITION

26. Thinking about your volunteering with [insert name of group, club or organisation]
How important is it to you that you receive recognition for the volunteering that you do for them?

- From participants
- From club
- From the National Governing Body [insert name]

Very important / Fairly important / Not very important / Not at all important

27. Do you feel that you get enough recognition for the volunteering you do?

- | | |
|------------------------------------|-----------------------|
| • From participants | Yes / No / Don't know |
| • From club | Yes / No / Don't know |
| • From the National Governing Body | Yes / No / Don't know |

28. What form(s) of recognition have you received as a volunteer? This can be as an individual or as a group. (please select all that apply)

- Long service award
- Reference or testimonial
- Awarded certificate by organisation
- Awarded certificate by external organisation
- Received verbal thanks from the organisation
- Received written thanks from the organisation
- Received gifts from people
- Recognised in press
- Discounted / free kit
- Qualifications
- Other (please specify)
- None of these

29. What form of recognition would you value most? (please select all that apply)

- Long service award
- Reference or testimonial
- Awarded certificate by organisation
- Awarded certificate by external organisation
- Received verbal thanks from the organisation
- Received written thanks from the organisation
- Received gifts from people
- Recognised in press
- Discounted / free kit
- Qualifications
- Other (please specify)
- None of these

30. Who would you most like to receive recognition from? (please select all that apply)

- Participants/Parents of participants
- Members
- Club Board Members
- County/regional structure as appropriate
- National Governing Body (NGB) [insert name]
- Celebrity sports stars

31. Have you gained any qualifications through your volunteering with [insert name of group, club or organisation]?

Yes, please specify / No

SECTION 6. FUTURE BEHAVIOUR

Use these questions and you can directly compare your data with other sports.

32. ** How likely are you to keep volunteering for [insert name of group, club or organisation] in the next year?

- Very likely
- Likely
- Unlikely
- Very unlikely
- Don't know

33. Which of the following statements best describes you? (please select only one option)

- I plan to volunteer less in the next 1-2 years
- I plan to volunteer more in the next 1-2 years
- I plan to volunteer the same amount in the next 1-2 years
- I plan to stop volunteering in the next 1-2 years

34. If you are planning to stop volunteering or reduce the amount of time you spend volunteering with [insert name of group, club or organisation], which of the following reasons apply? (please select all that apply)

- I am no longer seeing the benefits
I am no longer feeling appreciated / valued
- I felt that my illness or disability limits what I could do
- I no longer feel I am the right age
- I no longer feel it is my responsibility
- My child has finished taking part
- The experience was not what I expected
- Time constraints (doing other things with my spare time)
- Time constraints (looking after children/the home)
- Time constraints (looking after someone who is elderly/ill)
- Time constraints (study commitments)
Time constraints (work)
Other (please specify)
- I am not planning to stop volunteering or reduce the time I spend volunteering

35. Have you recommended volunteering with [insert name of group, club or organisation] to a friend or family member?

Yes / No

36. ** How likely are you to recommend volunteering with [insert name of group, club or organisation] to a friend or family member?

- Very likely
- Likely
- Unlikely
- Very unlikely

SECTION 7. PERSONAL CHARACTERISTICS

Suggested text: The information below is anonymous and will not be stored with any identifying information about you. All details are held in accordance with the Data Protection Act 1998. We would like you to complete this form in order to help us understand who we are reaching and to better serve everyone in our community. The information will be used to provide an overall profile analysis of our volunteer base.

Use these questions and you can directly compare your data with Active Lives results

37. ** What is your age?

- Under 10
- 10-15
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+
- Prefer not to say

38. ** What is your ethnicity? Ethnicity is distinct from nationality and the categories below are based on the 2001 Census.

- White British
- White Other
- White Mixed
- South Asian
- Black
- Chinese
- Mixed
- Other ethnic group
- Prefer not to say

39. **** Do you consider yourself to have a disability?** The Disability Discrimination Act 1995 (DDA) defines a person as disabled if they have a physical or mental impairment which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on one's ability to carry out normal day-to-day activities. This definition includes conditions such as cancer, HIV, mental illness and learning disabilities.

- No disability
- Disability
- 1 impairment
- 2 impairments
- 3 or more impairments
- Prefer not to say

40. **** Which gender do you most closely identify with?**

- Female
- Male
- Transgender female
- Transgender male
- Gender variant / non-confirming
- Prefer not to say

41. **** What is your employment status?**

- Working full or part time
- Unemployed
- Not working – retired
- Not working – looking after house/children
- Not working – long-term sick or disabled
- Student full or part time

42. **** What is your sexuality?**

- Heterosexual or straight
- Gay or lesbian
- Bisexual
- Other sexual orientation
- Prefer not to say

43. **** What is your postcode?** This information will be used to explore patterns of volunteering geographically and in relation to areas of deprivation; it will not be used to identify your individual location and all reporting will be anonymous.

<Free text box>

**REMEMBER TO THANK YOUR
VOLUNTEERS FOR TAKING
PART IN THE SURVEY!**