

Survey of Contact the Elderly volunteers

Introduction

This report has been prepared by The Institute for Volunteering Research, a specialist research and consultancy agency on volunteering and voluntary action.

The report presents findings from a survey of *Contact the Elderly* volunteers. During October and November 2002 *Contact the Elderly* and *Cascaid* mailed questionnaires to all volunteers – some 3,000. Of these, 1303 completed questionnaires returned - a very good rate of return for postal questionnaires.

The Findings

Volunteering with *Contact the Elderly*

Respondents were invited to tell us which areas of work they were involved with. Two thirds of respondents acted as a host, while half performed some driving function – a high percentage given that many volunteer involving organisations that require drivers are experiencing shortages. Ten per cent of replies were from co-ordinators. Three per cent chose to identify 'other' roles, these included 'catering', 'helping with teas' and 'waiting for a group'.

What areas of work are you involved in as a volunteer*	
Host	66%
Driver	44%
Co-ordinator	10%
Other	3%
Base	1303

*answers do not add up to 100% as multiple answers could be given

Ninety to per cent of hosts are female and eight per cent male while 79 per cent of drivers are female and 21 per cent male. Seventy per cent of the males volunteering with *Contact the Elderly* perform a driving role whereas 40 per cent of female volunteers perform a driving role.

By age, we find that most hosts (37 per cent) are found in the 55-64 age group, as are most drivers (33 per cent of drivers are in this age group).

Which age group do you belong to?		
	Drivers	Hosts
18-24	0.5%	>1%
25-34	7.5%	2%
35-44	11%	9%
45-54	19%	20.5%
55-64	33%	37%
65-74	21%	21%
75 and over	9%	10.5%
Base 1257		

How long have you been a volunteer with *Contact the Elderly*?

Almost a quarter of replies were from volunteers who had been with *Contact the Elderly* for over 10 years, almost a third had been volunteers who had been involved for between one and three years.

How long have you been a volunteer with <i>Contact the Elderly</i>?	
Less than one year	11%
1-3 years	32%
3-5 years	17%
5-10 years	16%
Longer than 10 years	24%
Base 1303	

Over those who had been volunteering with *Contact the Elderly* for over 10 years 50 per cent had volunteered for between 11 and 20 years, the rest for 20 to 37 years.

Which County do you live in?

Returns suggest that *Contact the Elderly* volunteers are concentrated in the South East where 4 in 10 volunteers are to be found. Indeed within this there is a concentration in London and its immediate surroundings - London, Middlesex and Surrey accounting for almost a third of replies (32 per cent); adding in Essex, Kent and Hertfordshire accounts for 44 per cent. Appendix 1 shows all the replies to the question *which county do you live in?*

How are *Contact the Elderly* volunteers recruited?

Word of mouth is traditionally the way in which most volunteers are recruited. It seems no different for *Contact the Elderly* – taking together the 24 per cent who say they heard through a friend and the 22 per cent from another *Contact the Elderly* volunteer demonstrate this. The local press, however, is also important 24 per cent of respondents noted this, while 12 per cent mention promotions on TV or Radio. Recruitment via volunteer bureau, through paid

work, the *Contact the Elderly* newsletter and the web-sites, does not bring forth many volunteers (at 4, 2, 1 and less than 1 per cent respectively).

How did you hear about volunteering opportunities with <i>Contact the Elderly</i>? *	
Through a friend/relative	24%
From another volunteer	22%
Article in local newspaper	24%
Promotion on TV/radio	12%
Volunteer bureau	4%
Through paid work	2%
<i>Contact the Elderly</i> newsletter	1%
<i>Contact the Elderly</i> website	>1%
Other	15%
Base 1273	

*answers do not add up to 100% as multiple answers could be given

Nearly fifteen per cent of replies mentioned 'other' methods of hearing about opportunities. Looking at replies listed as 'other' shows that direct advertising figured strongly. Indeed this method of getting the word out about opportunities is second only to word of mouth in its importance¹ - adverts (as opposed to articles) in local papers were mentioned, but also mentioned were adverts in the national press and on the tube. The Church also figured strongly with 13 per cent of 'others' mentioning church magazines, church fete or being asked through involvement with the church. Appendix 1 shows a full list of 'other' methods mentioned.

Looking at how different types of volunteer are recruited we find that the most successful ways of recruiting hosts were friends and relatives (28 per cent), other volunteers (26 per cent) and local newspapers (22 per cent of hosts came via this method). In other words the accepted wisdom of 'word of mouth' holds true for hosts. For drivers, however, although word of mouth methods are important - 20 per cent were recruited via a friend or relative and 17 per cent through knowing another volunteer, even cumulatively these methods are less important than adverts in the local press (and other forms of direct advertising) which accounts for the recruitment of over 50 per cent of *Contact the Elderly* drivers.

¹ This was reflected in the findings of a recent snapshot survey of 276 volunteer involving organisations by the Institute for the Home Office

Recruitment methods for hosts and drivers by method		
	% of drivers recruited	% of hosts recruited
Through a friend/relative	20	28
From another volunteer	17	26
Article in local newspaper	52	22
Promotion on TV/radio	16	10
Volunteer bureau	5	4
Through paid work	3	2
<i>Contact the Elderly</i> newsletter	>1	1
<i>Contact the Elderly</i> website	>1	>1

Examining recruitment method by gender we find that most males - 32 per cent - found out about *Contact the Elderly* through articles in the local newspaper; corresponding to the fact that most drivers are male and this is the most important mechanism for reaching potential drivers. In contrast 23 per cent of women noted articles in local newspapers as a way of hearing about *Contact the Elderly*. Through a friend/relative (25 per cent) and from another volunteer (twenty four percent) were the ways most women found out about *Contact the Elderly*.

Recruitment methods for men and women by method		
	% of men recruited	% of women recruited
Through a friend/relative	19	25
From another volunteer	19	24
Article in local newspaper	32	23
Promotion on TV/radio	11	13
Volunteer bureau	4	5
Through paid work	3	2
<i>Contact the Elderly</i> newsletter	>1	1
<i>Contact the Elderly</i> website	3	1

Motivation for volunteering

The question on motivation showed that almost 30 per cent volunteered because they had been approached. Along with word of mouth 'the power of the ask' is recognised to be *the* way to recruit volunteers. However, in the sample almost a half chose to tick the box that said they wanted to volunteer for an organisation that helps the elderly.

What was your primary motivation for becoming a volunteer with <i>Contact the Elderly</i>?	
Attracted by the reputation of the organisation	2%
Wanted to volunteer for an organisation that helps the elderly	46%
To meet people	3%
To do something enjoyable	5%
I had spare time	6%
Someone asked me	29%
I knew somebody who had been helped by <i>Contact the Elderly</i>	2%
Other	7%
Base	1303

Other motivations cited can be found in appendix 1.

Looking at motivations of drivers and hosts we find the greatest motivation for hosts and drivers was that they wanted to help the elderly (44 per cent of hosts and 53% of drivers said this). It seems that marketing on the basis of the reputation of *Contact the Elderly* will not be a successful strategy only three per cent of hosts and one per cent of drivers acknowledged this as a motivation for involvement.

Looking at motivation by age we also find that 'Wanted to volunteer for an organisation that helps the elderly' was by far and away the most important factor identified by each age group. In fact 'someone asked me' was the second most prevalent reason in each age range except 18-24 year olds who identified 'I had spare time'. However numbers were so small in this group that this information is not robust enough to say that there is a difference in this group from the other ages.

Only two per cent of volunteers were motivated because they knew somebody who was helped by *Contact the Elderly*. Other motivations mentioned included 'grandparents had died and wanted contact with elderly people', 'had space and facilities to help', heard a speaker from another group and wanted to take part', 'recognised need for group in area'.

Other areas of *Contact the Elderly* work respondents might be interested in.

When asked if there are other areas volunteers would like to get involved with most volunteers seem satisfied with the amount of help they give, of those who answered this question over half (52%) said they did not want to be involved further in any of the suggested areas. A quarter said they would help to recruit volunteers. Of the 6 per cent who gave other answers several said 'already doing lots of work', but some suggested areas such as 'driving', 'shopping or cleaning for the housebound' and 'writing about *Contact the Elderly*'.

Are there other areas you would like to be involved in to promote <i>Contact the Elderly</i>? *	
Talking to groups of potential volunteers	11%
Helping <i>Contact the Elderly</i> at exhibitions and events	15%
Fundraising	5%
Starting a new group	3%
Recruiting other volunteers	25%
None of these	52%
Other	3%
Base 1303	

*answers do not add up to 100% as multiple answers could be given

We can disaggregate these figures further to look for who are the most likely volunteers to work further with *Contact the Elderly*. The above table tells us that recruiting new volunteers is the area most existing volunteers would feel comfortable assisting further on; a quarter of drivers and a quarter of the hosts who answered the survey said that they might assist further in this task. Few other categories saw any significant enthusiasm, apart from helping out at exhibitions where 1 in 5 drivers said they would be prepared to help. What we cannot tell is what they meant by this help; it is possible drivers mean they would transport material to exhibitions and not that they would assist in presentations and on stalls.

However, looking by age, we find that in each of the areas mentioned people from the 55-64 age group are much more likely to be receptive to taking on new tasks; in each case over a third of those willing to take on new roles came from that age group.

What are the benefits of volunteering?

Over two-thirds of the questionnaires returned identified the fun element of volunteering for *Contact the Elderly* (69 per cent); the national survey of volunteering 1997, also showed that having fun was rated most highly as what volunteers got from their experience. Other options such as 'It broadens my experience of life and it gives me a sense of personal achievement were ranked as important by between three in ten and 4 in ten of volunteers.

What benefits do you get from your volunteering with <i>Contact the Elderly</i>*	
I can meet people and make friends	32%
It makes me feel less selfish as a person	41%
I really enjoy it	69%
It broadens my experience of life	37%
It gives me a sense of personal achievement	36%
Other	8%
Base 1303	

*answers do not add up to 100% as multiple answers could be given

A variety of 'other' answers were given, including 'appreciation from people makes it worthwhile', 'brings three local churches together', 'helping my fellow man', and 'it keeps me active'.

Looking at benefits by gender we see that there is some variation depending on gender. Females are more likely to cite enjoyment as a benefit – 71 per cent of females said that they really enjoyed their volunteering as opposed to 57 per cent of males. Males are marginally more likely to cite friendship as an outcome of their volunteering than are females.

What benefits do you get from your volunteering with <i>Contact the Elderly</i>*		
Percentage of males and females identifying as important		
	Male	Female
I can meet people and make friends	37%	31%
It makes me feel less selfish as a person	45%	41%
I really enjoy it	57%	71%
It broadens my experience of life	39%	37%
It gives me a sense of personal achievement	37%	36%
Other	12%	8%
Base 1220		

*answers do not add up to 100% as multiple answers could be given

Would any other organisation perform its role if *Contact the Elderly* did not exist?

Almost two-thirds of volunteers believe that without *Contact the Elderly*, the service they provide would not exist. Some think another charity would provide the service, only two per cent think that the service would be performed by statutory services. Three per cent also thought some other group could perform the role; of these 50 per cent identified the church as a source of the service.

If <i>Contact the Elderly</i> did not exist who do you think would fulfil its role?	
Another charity that involved volunteers	22%
Age Concern	14%
Help the Aged	12%
Other	4%
Local government social services	2%
Without <i>Contact the Elderly</i> the service would not exist	62%
Base 1303	

Do *Contact the Elderly* volunteers also volunteer elsewhere?

Over half (58 per cent) of *Contact the Elderly* Volunteers also volunteer for another organisation. The Church is important with 13 per cent of those who volunteers outside *Contact the Elderly* mentioning the Church. This is underlined by the fact that 42 per cent of volunteers returning the questionnaire identified themselves as belonging to a faith group. A list of other organisations volunteers work with can be found in appendix 1.

Hosts show a greater propensity to volunteer in other organisations than drivers – 63 per cent of hosts volunteer for other organisations; 52 per cent of drivers volunteer for other organisations. There is little difference in the gender profile of volunteers who volunteer elsewhere – 58 Per cent of females volunteer for other organisations while 60 per cent of males do.

Volunteer Profile

Contact the Elderly volunteers are overwhelmingly female (87 per cent), and concentrated between the ages of 45 and 75 (75 per cent of volunteers are in this age range).

Are you male or female?	
Female	87%
Male	13%
Base 1303	

Which age group do you belong to?	
18-24	>1 %
25-34	4 %
35-44	9 %
45-54	19 %
55-64	35 %
65-74	21 %
75 and over	11 %
Base 1303	

Forty-five per cent of *Contact the Elderly* volunteers are retired, while almost a quarter (24 per cent) are in full-time employment a further 19 per cent are in part-time paid work.

What is your current employment status	
Full-time paid work	24%
Part-time paid work	19%
Retired	45%
Full-time education	5%
Looking after home or family	5%
Other	3%
Base	1303

'Other' status included 'maternity leave', 'full time unpaid', 'chair of charity', and self-employed'.

By age, we see that most drivers and hosts are retired (44 per cent and 45 per cent respectively). More drivers (29 per cent) than hosts (20 per cent) are in full-time paid work.

What is your current employment status.		
Analysis by task		
	Driver	Host
Full-time paid work	29%	20%
Part-time paid work	17%	22%
Retired	44%	45%
Full-time education	3%	4%
Looking after home or family	3%	6%
Other	4%	3%
Base	1257	

Analysing by gender we see that 44 per cent of females and 49 per cent of males are retired; 34 percent of males and 22 per cent of females work full-time in paid posts.

What is your current employment status Percentages of males and females in each category		
	Male	Female
Full-time paid work	34%	22%
Part-time paid work	9%	21%
Retired	49%	44%
Full-time education	>1%	4%
Looking after home or family	>1%	5%
Other	7%	4%
Base 1083		

Asked to describe area of work, the largest response was from 'Other' (31 per cent) where respondents chose to give a specific job rather than indicate the sector in which they worked. Occupations given included 'advertising', 'agriculture', 'army', 'barrister', 'book keeper', 'charity', 'clerical', 'construction', 'human resource', 'journalist', 'legal', 'management consultant', 'market research', 'motor trade', 'publishing', 'sales', 'self- employed', 'television presenter' and 'voluntary sector'. A list of occupations given is in appendix 1.

Education (21 per cent) and medical and healthcare (17 per cent) were the next largest categories.

Which best represents your area of work?	
Education	21%
Medical and healthcare	17%
Catering	3%
Leisure/entertainment	4%
Transport	1%
IT	3%
Engineering	2%
Local government/civil service	11%
Finance	9%
Other	31%
Base 1303	

Looking at area of work by volunteer task and by gender, we see that almost a quarter of hosts identify themselves as working in education and 18 per cent in medical and healthcare (although most hosts - almost a third – indicated other). Similarly most drivers (29 per cent) indicated 'other'; 18 per cent of drivers work in education and 16 per cent in medical and healthcare. By gender 'other' is the largest group for male and female, but males are more evenly spread over the sectors than females who are concentrated within medical and healthcare and education as the table below shows.

Which best represents your area of work? Analysis by Task		
	Drivers	Hosts
Education	18%	23%
Medical and healthcare	16%	18%
Catering	3%	3%
Leisure/entertainment	3%	4.5%
Transport	2%	>1%
IT	4.5%	2.5%
Engineering	4%	2%
Local government/civil service	11.5%	9%
Finance	9%	6%
Other	29%	32%
Base	1225	

Which best represents your area of work? Analysis by Gender		
	Male	Female
Education	11%	23%
Medical and healthcare	6%	18%
Catering	2%	3%
Leisure/entertainment	5%	4%
Transport	5%	>1%
IT	8%	3%
Engineering	12%	1%
Local government/civil service	13%	10%
Finance	11%	6%
Other	27%	32%
Base	1220	

Contact the Elderly is overwhelmingly a white organisation – 97 per cent of the sample describe themselves as White, seven per cent consider themselves to have a disability.

Employee Volunteering

Respondents had rather a pessimistic view of their employers as a source of support; only 7 per cent thought their employer might help *Contact the Elderly* through employee volunteering and just 5 per cent thought their employer might provide financial support.

Newspaper readership.

Eleven per cent of the respondents said they did not read a newspaper, while 30 per cent said they read a local weekly paper. Of the options given *The Telegraph* (23 per cent), *Mail* (22 per cent) and *The Sunday Times* (16 per cent) were the most widely read. 'Other' was most frequently a local daily.

Which newspapers do you regularly read?*	
None	11%
Local Weekly	30%
<i>The Sun</i>	3%
<i>The Mirror</i>	3%
<i>The Star</i>	1%
<i>The Mail</i>	22%
<i>The Guardian</i>	9%
<i>The Times</i>	14%
<i>The Independent</i>	6%
<i>The Telegraph</i>	23%
<i>The Express</i>	7%
<i>The Sunday Times</i>	16%
<i>The Mail on Sunday</i>	15%
<i>The Sunday Telegraph</i>	11%
<i>The Observer</i>	6%
Other	11%
Base 346	

*answers do not add up to 100% as multiple answers could be given

Local weeklies appear to be the best way of reaching both potential drivers and hosts (30 per cent of each said they read local weeklies regularly), a quarter of hosts and a fifth read the *Telegraph*, proportions that are reversed for the *Mail*.

Newspaper readership does not vary a great deal by gender as can be seen in the table below. It is interesting to note that a greater proportion of women read local weeklies and the *Telegraph*, whereas men read the *Observer*, *Guardian* and *Independent* in greater proportions.

Proportion of hosts and drivers reading the following newspapers regularly.		
	Hosts	Drivers
None	9%	14%
Local Weekly	30%	30%
<i>The Sun</i>	1%	5%
<i>The Mirror</i>	2%	4%
<i>The Star</i>	1%	1%
<i>The Mail</i>	20%	24%
<i>The Guardian</i>	10%	8%
<i>The Times</i>	16%	10%
<i>The Independent</i>	7%	6%
<i>The Telegraph</i>	25%	20%
<i>The Express</i>	6%	10%
<i>The Sunday Times</i>	19%	12%
<i>The Mail on Sunday</i>	15%	15%
<i>The Sunday Telegraph</i>	14%	8%
<i>The Observer</i>	0	6%
Other	11%	12%

Proportion of Men and Women reading the following newspapers regularly.		
	Male	Female
None	11%	11%
Local Weekly	21%	31%
<i>The Sun</i>	4%	3%
<i>The Mirror</i>	5%	3%
<i>The Star</i>	1%	1%
<i>The Mail</i>	25%	22%
<i>The Guardian</i>	13%	9%
<i>The Times</i>	13%	14%
<i>The Independent</i>	10%	6%
<i>The Telegraph</i>	19%	24%
<i>The Express</i>	7%	7%
<i>The Sunday Times</i>	14%	16%
<i>The Mail on Sunday</i>	16%	15%
<i>The Sunday Telegraph</i>	10%	12%
<i>The Observer</i>	9%	6%
Base 1080		

Radio Station

Which radio stations do you listen to ?*	
None	6%
Radio One	6%
Radio Two	30%
Radio Three	14%
Radio Four	53%
Radio Five Live	8%
BBC Local Radio	19%
National Commercial	7%
Local Commercial	19%
Other	17%
Base 1303	

*answers do not add up to 100% as multiple

The high percentages in several categories suggest that respondents listen to more than one station. However, clearly there is a bias towards Radios Two, and Four, BBC Local and local commercial. Seventeen per cent of respondents also said they listened to 'Other', these however were mostly national commercial – of which Classic FM was very popular.

Which radio stations do you listen to ?* Analysis by Task		
	Hosts	Drivers
None	6%	6%
Radio One	5%	8%
Radio Two	30%	30%
Radio Three	14%	13%
Radio Four	61%	42%
Radio Five Live	7%	8%
BBC Local Radio	19%	21%
National Commercial	7%	9%
Local Commercial	17%	23%
Other	18%	15%
Base 1280		

*answers do not add up to 100% as multiple

Proportionally more hosts than drivers listen to Radio four (almost two thirds as against under half of drivers), but this station is still the most listened to by drivers and hosts. By gender, Radio Four remains the most popular station with men and women – nearly 1 in 2 male *Contact the Elderly* volunteers listen and just over 1 in 2 women do. Other stations are listened to almost equally by men and women; but more female listen to Radio 2, while twice as many men listen to Five Live, although this is still only 1 in 8 male volunteers.

Which radio stations do you listen to ?* Analysis by Gender		
	Male	Female
None	8%	6%
Radio One	9%	6%
Radio Two	23%	31%
Radio Three	19%	13%
Radio Four	49%	54%
Radio Five Live	13%	7%
BBC Local Radio	16%	20%
National Commercial	7%	7%
Local Commercial	20%	19%
Other	15%	17%
Base 1078		

Hobbies and Interests

Which hobbies and interests do you enjoy ?*	
Gardening	64%
Home Improvements and DIY	27%
Holidays	65%
Rambling/Walking	48%
Golf	8%
Other sports	22%
Theatre	54%
Health and beauty	13%
Alternative Health	11%
Films	35%
Eating out	60%
Reading	69%
Family Activities	46%
Pets/Animals	35%
Other	17%
Base 1303	

*answers do not add up to 100% as multiple

The above table shows that gardening, holidays, reading, theatre and eating out are the most popular recreational activities for *Contact the Elderly* volunteers. Splitting these by driver/host, we find little difference in the interests cited; hosts are marginally more interested in gardening, the theatre and reading, although they are more interested in family activities. Drivers on the other hand express slightly more interest in eating out and DIY than hosts.

'Other' interests included some answers that could have been given above – such as swimming. Several people also mentioned music – which probably should have been in the list.

Which hobbies and interests do you enjoy – proportion of drivers and hosts indicating and interest?*		
	Hosts	Drivers
Gardening	69%	60%
Home Improvements and DIY	26%	33%
Holidays	66%	66%
Rambling/Walking	49%	49%
Golf	8%	7%
Other sports	23%	21%
Theatre	56%	53%
Health and beauty	14%	14%
Alternative Health	12%	12%
Films	34%	37%
Eating out	59%	66%
Reading	72%	68%
Family Activities	56%	38%
Pets/Animals	36%	36%

*answers do not add up to 100% as multiple

Rather, this analysis seems to confirm that *Contact the Elderly* volunteers are not interested in golf, health or alternative health and it suggested these would not make good places for campaigns to reach volunteers.

Which county do you live in?

County	Frequency
Avon	3
Bath	1
Bedfordshire	13
Berkshire	47
Bristol	5
Buckinghamshire	20
Cardiff	6
Cheshire	21
Cumbria	1
Derbyshire	4
Devon	9
Dorset	82
East Sussex	6
Essex	98
Glamorgan	5
Gloucestershire	24
Greater London/London	149
Greater Manchester/Manchester	10
Gwent	7
Hampshire	55
Hertfordshire	65
Invernesshire	14
Kent	56
Lancashire	29
Leicestershire	1
Lincolnshire	1
Liverpool/Merseyside	8
Middlesex	30
Monmouthshire	6
Newcastle	1
Newport	1
Norfolk	13
Northamptonshire	3
Nottinghamshire	1
Oxford/Oxfordshire	37
Pembrokeshire	1
Ross-shire/Ross and Cromarty	28
Somerset	20
South Glamorgan	2
Yorkshire/South and West Yorkshire	83
Staffordshire	13
Suffolk	8
Surrey	159
Sussex	65
West Midlands	9
West Sussex	21
Wiltshire	15
Worcestershire	3

How else did you hear about volunteering opportunities with Contact the Elderly?

“May we come to tea”- in Daily Telegraph; “supporting older people” helped set up first group in area; A talk at the local women’s institute; Ad in local free paper; Advert in local library; Advert in “The Oldie”; Advert in Church Newsletter; Advert in Evening Standard; Advert in Floodlight magazine; Advert in local newspaper; Advert in local paper; Advert in national newspaper; Advert in national press; Advert in Sunday papers; Advert in the Times; Advert on the tube; Age Concern; An elderly person helping with the teas; Appeal on a packet of tea; Article in law society gazette; Article in “Lady” magazine; Article in Daily Telegraph; Article in Women’s weekly; Article on Church noticeboard; Asked at “Hey days” at the Yorkshire playhouse; Asked to help out through other work with the elderly; Bath Abbey newsletter; BBC TimeBank; Been involved at the start; Been one of the service projects for Soroptimists for 28 years; Cannot remember; Church; Church contact; Church fete; Church magazine; Church newsletter; Church notice; Cold call; Community Care asked me to cover for a sick contract driver; Contact the Elderly Co-ordinator from Guildford; Contact the Elderly leaflet; Contact the Elderly wrote to me; Contacted Help the Aged; Crux in Parish magazine; Customer at work asked me; Direct mailer leaflet; Floodlight London article; From the Contact the Elderly organiser in Yorkshire; Hand made poster in village; Hand a talk; Heard about it at a meeting concerning something else: Help the Aged; I was volunteered by my sister; In Telegraph when it first began; Lady came to talk to Women’s Institute; Leaflet at hairdressers; Leaflet in Doctors surgery; Leaflet in library; Letter from regional co-ordinator; Library display/leaflet; local church; local free paper; local newsletter: My father was taken out by the group; National Trust newsletter Notice in church/ church newsletter/local library/shop/school; noticeboard in council office; organiser at church; original advertisement; own initiative to help elderly people enjoy life; pastor at Church; Phone-in looking for help, poster in library/ church; present at first meeting; presentation by Soroptimist; promoted through another volunteer organisation; promotion at local Fayre; promotion on underground; promotion in the post; rang around myself; small advert in Observer; Soroptimist International; Speaker at Church; Spectator; Stewardship campaign; Telephone number on side of a van; They contacted us; Through a church member; Through a ladies circle in 1987; Through a local planning forum; Through an elder at church; Through local residents bulletin; Through my voluntary organisation; Through Soroptimists; Through “Plain Truth” magazine; Through Rotatry Club; Through Viacommunity Day; Through Women’s Institute; Through work with RSVP; Through WRVS; Thorough Yateley Neighbourcare; Took over from someone who was ill; Used to be a volunteer in a different area; Voluntary fair at Epsom racecourse; Volunteer outside Sainsbury; Volunteer outside supermarket; Volunteered by someone else; Volunteered to work with database when I was training at the Women’s Workshop; WHSmith’s leaflet; Worked for a consultancy firm- C the E was one of our clients; Written media .

What was your primary motivation for becoming a volunteer with *Contact the Elderly*?

Been involved in this sort of thing for some time, also have elderly parents; Cannot remember; Church wanted to provide practical help; Club duty; Combine with young family; Commitment of hours required suited my available time; Conscience; Do something worthwhile; Enables brownies to help so they can get their hostess badge; Feel sorry for the lonely elderly people; Fitted in with my lifestyle; Gives those without families the chance meet me and the children; Giving up a little time for something that brings a lot of joy; God directed me to do this work; Good that I am informed of the level of involvement in advance; Good way of adjusting to new community; Grandparents had died wanted contact with elderly people; Group would have to close in out area if there people did not volunteer; Had previously been a driver for 'Age Link'; Had something to offer; Had space and facilities to help; Have a large house which I would like to use for community purpose; Have the space to provide help; Having no grandparents made it a nice thing to do; Heard a speaker for another group and wanted to take part; Husband and I wanted to do something together; I received help with my dad who was bed ridden; If was not a driver my wheelchair bound mother would not be able to attend; It was to form part of Doncaster programme area as a service to community; Knew I could be valuable; Lack of hosts in area; Level of commitment suited me; Like charities where the help goes straight to the needy; Millennium 'Year of Promise' promoted me to do it; Offered to stand in for friend who was hosting visit; Organisation I already belong to got involved; Organisation suits my commitment level; Pleasure at enjoyment of others; Provides activities for my housebound husband; Recognised need for group in area; Recognised the need for a volunteer in my area; Seemed like a good idea; Something worthwhile the whole family could be involved in; Stood in for a neighbour; Suitable for my hours available; Suited my time available; Thought my house would be a good venue; Unable to do as much as in the past, felt this would be a good contribution; Used to be a volunteer; Volunteered after meeting an old friend already involved; Want to give something back, stop loneliness; Wanted to replace grandmother; Wanted my young children to be actively involved in volunteering; Wanted to be involved with community work; Wanted to be less self-centered; Wanted to do something for charity; Wanted to do something for elderly in my mother's memory; Wanted to do something that helped people; Wanted to something to help people using my car; Wanted to do something to help the community; Wanted to do something with the small amount of time I have; Wanted to do something worthwhile; Wanted to get involved after going to a tea; Wanted to give hospitality to the elderly; Wanted to give something back; Wanted to give up some time to make others happy; Wanted to help a recently widowed person; Wanted to help others less fortunate; Wanted to help set up so I could promote it through my paid work; Wanted to make a difference; Wanted to meet elderly people; Wanted to put something back; Wanted to share enjoyment of my house and garden; Wanted to use my car for unselfish reasons; Wanted to use my skills; Was asked by Redbridge Voluntary Care

Who else do you volunteer for?

4-Sight; Make Votes Count; Opening Doors; Abbeyfield Society; Action Aid; Action for Sick Children; Age Concern; Age Link; Aid to the Church in Need; Alzheimers society; Amnesty International; Arthritis General Benevolent Institution; Association for Family Support; Asthma Society Collections; Barnados Society Collections, Battersea Dog's Home; Beavers; Blind Care; Bolton Choral Union; Books for the Housebound; Bookstart Nationwide Project; Bowel Cancer Fundraising, Bereavement Care; Bristol Goodwill; Bristol Research into Alzheimers; British Legion; British Red Cross; Brownies; Buddy Scheme; Burton Physically Handicapped and Disabled Club; CAB; CAFOD; Cancer MacMillan Relief; Care for Guildford; Care for the Blind; Care Home; Careers Support; Cat Protection; Catholic Women's League; Chernobyl Children's Life Line; Chairman of RNLI Branch; Chairman of social club for the lonely; Chairman of Village Hall; Chest Heart and Stroke Hospice; Child Bereavement Trust; Child Contact Care; Child Line; Children's Opportunity Centre; Children's Society; Children's Trust; Christian Aid; Church and Church Activities; Cinnamon Trust; Citizen's Advice Bureau; Citizens Society; Civil Service Retirement Fellowships Collections; Committees; Communicare; Community Bus, Community Care; Community Work; Conservative Party; Cook in a day centre; Counselling; CPRE; CRISIS, Cruse Bereavement Care; CVS Arunwide; Day Care Centre for the Elderly; Deputy Chair for Disabled People Council; Director of a Charitable Hospice; Disabled Christian Fellowship; Disabled Club Verwood; Disabled Riders Club; Disabled Sailing;; Dorset Wildlife Trust; Drama Group; Drive local community bus; Driver for local hospice; Driver for WRVS luncheon club; Driving for Arthritis Club; East Vale community transport; Elected Councillor; Elmbridge Mental Health Association; English Speaking Union; ESOL Class; EVAB; Faith in Elderly People; Family Contact Centre; Farm Crisis Network; Feltham Young Offenders Institution; Foresight; Foster Carers; Friends of Fordingbridge hospital; Friends of Rye Harbour nature reserve; Friends of the Earth; Fundraising; Generations in Action; Girl Guides; Good Neighbour Scheme; Green Inland Holiday Trust; Greyhounds in Need; Group for Elderly; Groups in Parish Church; Guide Dogs; Guildford Centre for the Blind; Guildford Partially Sighted; Gwent Befriending Project; Hands Around the World; Harris Hospice Care; Headway; Hearing Dogs; Help at Children's Hospice; Help at hostel for homeless women; Help at local church with OAP dinners; Help at local stables; Help at my old school; Help charity which provides overnight accommodation; Help for mentally and physically handicapped people; Help elderly in local hospice; Helpline for families and friends of alcoholics; Help Multiple Sclerosis; Help People with Depression; Help the Aged; Help to run a club for people who have suffered; Help various charities financially; Help with pottery in a school; Help with reading in schools; Help with social services; Helped children's hospice; Helped local hospitals; Helper at child's school; Helping with 4-5 year olds at local primary school; Helping young adult with special needs; Heswell Welfare Society; Highland Alpha Group; Highland Disabled Ramblers Group; Highland Hospice; Holiday homes for the disabled; Home-start; Home checking for Math cats and Dogs home; Home from Home for the Elderly; Home help and transport for the elderly; Homeless Shelter;; Hope Worldwide; Hospice; Hospital; Hospital Chaplaincy; Hospital Visits;

Housing Association, Immigration Centre; Isabel Hospice; Julian Trust Night Shelter; Kemp Hospice; Kent libraries for the housebound; Kew Society; Kidney Research; Labour Party; Last Chance Animal Rescue; League of Friends; Liberal Democrats; Library visits to house-bound; Lions Club; Little Haven Children's Hospice Shop; Local Blind; Local Care Group; Local Community Centre; Local Environmental Committee; Local PTA; Local History, Music, Ladies Group; Local Hospice; Local Residents Association; Local Theatre; Local Volunteer Bureau; Local Youth Group; London Marriage Guidance; London Probation Board; Lots of Committees; Luncheon Club for the Elderly; Luncheons for people on their own; MacMillan Cancer Relief; Maidenhead Care; Manchester Lit and Philosophical Society; Many local societies; Marie Curie Cancer Care; Meals on Wheels; Mentoring Service; Millennium Volunteers; Motor Neurone Disease Association; MS; MSS; Multiple Sclerosis Society; National Association of Police Pensioners; National Eczema Society; National Kidney Trust; National Missing Persons Helpline; National Trust; NCH for Children; Neighbourhood Care; Neighbourhood Watch; Newgate Friendship Group; Nightlink; Nightstop for Young Homeless; Norfolk Voluntary Services; NSPCC; OAB Oxford; Old Collegians Association; Old People's Network; One Another; Organise Trips for the Elderly and Housebound; Outward Swan Sanctuary; OXFAM Oxford Civic Centre; Parish Council; Parkinson's Disease Society; Pastoral Visitor for the Methodist Church; PDSA; PHAB club; Political Groups Poppy Appeal; PRAMA Care; Prescilla Bacon Lodge Hospice (Driver); Priests House Museum; Princes Trust; 'Private Matter'; PTA; Rainbow Counselling for Children; Rainbows; Raise Money for various charities; RDA; Reach Project; Reading for the Blind; Red Cross; Redbridge Voluntary Care; Refuge for Battered Women; Regular visits to elderly people; Relate; Resident's Association; Residential home for the elderly; Riding for the Disabled; Richmond Good Volunteers; RNIB; RNLI; Romanian Orphans; Rotary Club; Rothwell Competitive Music Festival; RSPB; RSPCA; RSVP; RUBA; RUKBA; Run a fitness class; Runa Yoga Class; Run tea club once a month; S.A.D – cat rescue; Saint Vincent de Paul Society; Salvation Army; Samaritans; Save the Children; School Governor; SCOPE; Scouts; Scripture Union; Secretary for ladies luncheon club; Secretary of local badminton club; Secretary of local cricket club; Secretary of orienteering club; Sheffield Association for the Voluntary Teaching of English; Shopmobility; Sierra Leone Women's forum; Soroptimists; South Downs Volunteer Ranger Service; Southend Youth Services; Southend Pensioners Campaign; Spiritual Encouragement; St Albans Art Society; St James Church Fundraising Committee; St John's; St John's Hospital Library Service; St Vincent de Paul Society; St Wilfred's Hospice Chichester; St Catherine's Hospice Crawley; St Claire Hospice; St John's Ambulance; St Rocco's Hospice; St Wilfred's Hospice; Steward at a museum; Street Collector; Sunday School Help; Sunshine Holiday Fund for Children; Swan lifeline sanctuary; Talking newspapers; Tea and talk; Tea aptry for lonely people; Teach at centre for adult education; Tahmes Ditton and Weston Green Case; Thames Valley Police; The Befriending Network; The Cinnamon Trust; Theatre Work; Third World shop; Torch Trust for the Blind; Totton Christian Centre; Treasurer of Church; Trident; U3A; UNICEF; Victim support; Visit elderly hospice; Visit local care home; Visit people on behalf of Bucks association for the blind; Visit the housebound with library

service; Voluntary reading help; Voluntary Victim Support; Volunteer at Museum of Fulham Palace; Volunteer on rehab ward; VSO local group; Waggy Tails dog rescue; Waltham Forest Churches night shelter; Waste Action Group; Wetherby in Bloom; When asked; Whipsnade Zoo; Wildlife organisation; Wildlife trust; Wilen Hospice; Woking Hospice; Women's Institute; Women's Widows Association; Woodley Townswomen's guild; Work at local hospital; Work for the elderly at local church; Work for the homeless; Work with village groups; World challenge – assisting primary schools in northern Namibia; Worthing Recorded Music Circle; WRVS; WSAB; WVS; WWF; Yateley neighbourhood Care; YMCA; Young Offenders organisation; Youth Group

What other areas of work are you involved in?

'Administration'; 'Advertising'; 'Agriculture'; 'Air Force Officer'; 'Airline Management'; 'Almshot Charity'; 'Analytic Chemist'; 'Animal Care'; 'Antique Dealer'; 'Architect'; 'Armed Forces'; 'Army Officer'; 'Art'; 'Artist'; 'Auctioneer'; 'Aviation'; 'Barrister'; 'Book Keeper'; 'Book Seller'; 'Boot and Shoe'; 'British Council'; 'Broadcasting'; 'BT Operator'; 'Building Material Sales'; 'Building Repairs'; 'Car Park Operator'; 'Care Worker'; 'Career Consultant'; 'Charity Worker/Marketing'; 'Chartered Accountant'; 'Chartered Secretary'; 'Chartered Surveyor'; 'Chemical Processor'; 'Chemical Research and Development'; 'Chemical Researcher'; 'Child Care'; 'Christian Scientist'; 'Charity Shop Manager'; 'Church Caretaker'; 'Civil Service'; 'Cleaner'; 'Clerical'; 'Clerk'; 'Commercial Office Worker'; 'Community Creative Centre'; 'Community Development'; 'Community Mental Health Team'; 'Company Director'; 'Conference Organisation'; 'Construction'; 'Consultancy'; 'Cosmetics'; 'Courier'; 'Court Manager for Housing Association'; 'Customer Relations'; 'Dairy Farming'; 'Deaconess'; 'Decorator'; 'Design and Media'; 'Diplomatic Service'; 'Dressmaker'; 'Driving Instructor'; 'Elderly Day Care Group'; 'Environmental'; 'Evangelist'; 'Export'; 'Farmer'; 'Florist'; 'Foster Mother'; 'Freelance Modelmaking'; 'Full-time Church work'; 'Fundraising'; 'Gallery Saleswoman'; 'Geriatric Counselling'; 'Graphic Artist'; 'Guest House Owner'; 'Hairdresser'; 'Home Carer'; 'Hospitality'; 'House Manager'; 'Housewife'; 'Housing'; 'Human Resource'; 'In-store Demonstrator'; 'Insurance'; 'Interior Furnishing'; 'International Civil Servant'; 'Journalist'; 'Lab Attendant'; 'Landlord'; 'Law/Lawyer/Legal'; 'Librarian'; 'Maintenance'; 'Management Consultant'; 'Manager CAB'; 'Manager of retirement Home'; 'Manufacturing Company/Director'; 'Map Maker for Gas Industry'; 'Market research'; 'Marketing and PR'; 'Media'; 'Minister of Religion'; 'Motor Trade'; 'Musician'; 'Needlework'; 'Needlework Designer'; 'Non profit Organisation'; 'Nuffield Foundation'; 'Office'; 'Oil Industry'; 'Owned own shop'; 'PA'; 'Painter'; 'Parish Secretary'; 'Payroll/Personnel'; 'Police'; 'Post Office'; 'Production'; 'Property Agency/Investment/Management'; 'Public Relations'; 'Publishing'; 'Radar'; 'Receptionist'; 'Researcher'; 'Retail'; 'Roofing Company'; 'Royal Mail'; 'Sales Advisor'; 'Scheme Manager'; 'School Caretaker/ Secretary', 'Sculpture'; 'Secretary'; 'Security'; 'Self-employed'; 'Shop Manager'; 'Social Welfare/Wok'; 'Solicitor'; 'Stationary and Equipment Suppliers'; 'Store Assistant'; 'Surveyor'; 'Tax'; 'Telecommunications'; 'Television Presenter'; 'Transcriptionist for County Court'; 'Travel'; 'Typing Services'; 'Voluntary Sector/Work'; 'Warehouse Operative'; 'Water Authority'; 'Writer/Editor'