

## The voluntary, community and faith sector

In this section we would like to ask you about voluntary and community work, and any other community activities you may be involved in, have supported, or used.

Please note that 'supported' could include raising or handling money, working on a committee, organising or helping to run an activity or event, visiting or befriending people, giving advice, information or counselling, secretarial, administration or clerical work, providing transport or driving, campaigning, and giving other practical help.

### Your use of voluntary, community and faith sector organisations...

**17**

Have you used a service/facility provided by the voluntary, community or faith sector in the last 12 months? (Examples of services are advice and information, counselling, children's after school activities, advocacy, community co-operatives etc.) PLEASE TICK ONE BOX ONLY

Yes 29%

No 71%

**18**

Which of the following describes the service/facility you used from the voluntary/community/faith organisation/s? PLEASE TICK AS MANY AS APPLY

Religious activities	34%
Children's education/schools	31%
Sports/exercise	28%
Youth clubs/children's activities outside school	26%
Health, disability and social welfare	25%
Educational activities for adults	24%
Hobbies/recreation/arts/social clubs	21%
Local community or neighbourhood groups	20%
The elderly	12%
Something else	10%
Environmental activities	9%
Political activities	5%
Justice and human rights	5%
Safety/first aid	3%
Trade Union activities	2%

**19****Why did you use the service or facility provided by the voluntary, community or faith organisation?** PLEASE TICK AS MANY AS APPLY

Because it was local	62%
It provided exactly what I needed	53%
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I have used it before	39%
It was easy to use	37%
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It was recommended to me	24%
It was better value for money than other services	10%
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There were no other services/facilities available	8%
It was advertised	8%
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I was referred	8%
Don't know	4%

**20****And how satisfied were you with the last voluntary, community or faith organisation service/facility you used?**

PLEASE TICK ONE BOX ONLY

Very satisfied	57%	→ go to Q22
Fairly satisfied	33%	→ go to Q22
Neither satisfied nor dissatisfied	5%	→ go to Q22
Fairly dissatisfied	1%	→ go to Q22
Very dissatisfied	1%	→ go to Q22
Don't know	4%	→ go to Q22

**21****Please tell us why you haven't used a voluntary, community or faith service/facility in the last 12 months?** PLEASE TICK AS MANY AS APPLY

I haven't needed any	91%
I didn't know it existed	17%
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I preferred using another service (eg public/private sector)	4%
There were none in my local area	2%
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It wasn't easy to use	1%
I don't trust the service	1%

## You as a volunteer...

**22**

Have you volunteered for a voluntary organisation, community group or club in the **last 12 months**? (Include anything you've taken part in, supported or that you've helped in any way, either on your own or with others. And exclude giving money and anything that was a requirement of your job.)

PLEASE TICK ONE BOX ONLY

Yes 36% → go to Q23

No 64% → go to Q28

**23**

Which, of the following describes the service/facility of the voluntary, community or faith organisation/s you volunteered for?

PLEASE TICK AS MANY AS APPLY

<b>Religious activities</b> (eg attending a place of worship to help out)	28%
<b>Children's education/schools</b> (eg parent/teacher associations, pre-school play groups, helping at fairs and fêtes)	25%
<b>Hobbies/recreation/arts/social clubs</b> (eg theatres, museums, amateur dramatics, local history clubs)	20%
<b>Youth clubs/children's activities outside school</b>	19%
<b>Something else</b>	18%
<b>Health, disability and social welfare</b> (eg hospital visiting, giving help to groups such as MENCAP, OXFAM)	15%
<b>Local community or neighbourhood groups</b> (eg being part of a tenants/residents association, Neighbourhood Watch)	15%
<b>Sports/exercise</b> (eg coaching or supporting)	13%
<b>The elderly</b> (eg helping organisations such as Age Concern, visiting or transporting the elderly)	13%
<b>Environmental activities</b> (eg helping organisations such as Greenpeace, the National Trust, local conservation groups)	12%
<b>Justice and human rights</b> (eg acting as a magistrate, prison visiting, helping community or race relations, lesbian and gay groups)	6%
<b>Educational activities for adults</b>	5%
<b>Political activities</b> (eg involvement with local political groups, serving as a councillor)	5%
<b>Safety/first aid</b> (eg helping after a disaster, assisting organisations like the Red Cross)	3%
<b>Trade Union activities</b>	2%

**24****In which of the following ways have you volunteered in the last 12 months? PLEASE TICK AS MANY AS APPLY**

Organising or helping to run an activity or event	54%
Leading the group, being a member of a committee	50%
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Raising/handling money, taking part in sponsored events	46%
Secretarial, administrative or clerical work	23%
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Giving advice, information or counselling	19%
Providing transport or driving	18%
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Visiting people	17%
Representing	15%
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Other practical help (eg helping at a school, shopping)	15%
Befriending or mentoring people	11%
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Campaigning	8%

**25****On average, how often during the last 12 months have you volunteered? PLEASE TICK ONE BOX ONLY**

At least once a week	44%
About once a month	22%
A few times a year	25%
Once a year	4%
Don't know/can't remember	5%

**26****Approximately how many hours in the last 4 weeks have you volunteered for? PLEASE WRITE IN THE BOX BELOW**

10.19 hours

**27****Overall, how satisfied are you with your experience as a volunteer?**

PLEASE TICK ONE BOX ONLY

Very satisfied	48%	→ go to Q29
Fairly satisfied	38%	→ go to Q29
Neither satisfied nor dissatisfied	7%	→ go to Q29
Fairly dissatisfied	2%	→ go to Q29
Very dissatisfied	1%	→ go to Q29
Don't know	4%	→ go to Q29

**28****Please tell us why you don't volunteer for a voluntary, community or faith organisation?** PLEASE TICK AS MANY AS APPLY

I have work commitments	50%
I do other things with my spare time	44%
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I have to look after children, the home	27%
I'm too old	16%
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I have to look after someone who is elderly or ill	14%
I've never thought about it	13%
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I haven't heard about the opportunities to give help	12%
I don't know any groups that need help	9%
-----	
I have to study	5%
I'm new to the area	2%
-----	
I'm too young	0%

**29**

**Which of the following would make you more likely to volunteer for a voluntary, community or faith organisation in the future?**

PLEASE TICK AS MANY AS APPLY

If someone asked me directly to get involved	57%
If there was more information about the things I could do	39%
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If someone who was already involved was there to help me get started	29%
If I could do it from home	28%
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If my friends and family got involved along with me	25%
If I knew it would help me improve my skills or get qualifications	17%
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If I knew it would benefit me in my career or improve my job prospects	16%
If I knew I could have my expenses paid	14%
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If someone could provide transport when I needed it	11%

**30**

**And aside from any formal volunteering, have you given unpaid help to someone who was not a relative in the last 12 months?  
(Include any unpaid help you, as an individual, may have given to other people, for example to a friend, neighbour or someone who isn't a relative. And exclude any help you have given through a voluntary organisation, community group or club.)**

PLEASE TICK ONE BOX ONLY

Yes	45%	→ go to Q31
No	55%	→ End of questionnaire

**31****In which of the following ways have you given unpaid help to someone who was not a relative in the last 12 months?** PLEASE TICK AS MANY AS APPLY

Keeping in touch with someone who has difficulty getting out and about (eg visiting in person, telephoning, emailing)	39%
Giving advice	36%
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Looking after a property or a pet for someone who is away	35%
Transporting or escorting someone (eg to hospital or on an outing)	33%
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Cooking, cleaning, laundry, gardening or other routine household jobs	24%
Doing shopping, collecting a pension or paying bills	23%
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Babysitting or caring for children	23%
Writing letters or filling in forms	22%
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Decorating or doing any kind of home or car repairs	15%
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Representing someone (eg talking to a council department or doctor on their behalf)	12%
Sitting with or providing personal care (eg washing, dressing) for someone who is sick or frail	6%

**32****On average, how often during the last 12 months have you given unpaid help to someone who was not a relative?** PLEASE TICK ONE BOX ONLY

At least once a week	29%
About once a month	22%
A few times a year	38%
Once a year	2%
Don't know/can't remember	9%

**33****Approximately how many hours in the last 4 weeks have you given unpaid help to someone who was not a relative?** PLEASE WRITE IN THE BOX BELOW

6.13 hours

**Please return the questionnaire in the reply-paid envelope.**  
Thank you for continuing to take part in Life in Lancashire.